

AGE UK SHEFFIELD

England & Wales · Charity number 1108413

Details

Other names	AGE CONCERN SHEFFIELD, AGE UK SHEFFIELD
Status	Registered
Legal form	Charitable company
Company number	05207254
Registered	2005-03-03
Register	View on the Charity Commission register

Contact

Address	Age UK Sheffield South Yorkshire Fire & Rescue 1st Floor 197 Eyre Street Sheffield S1 3FG
Phone	01142502850
Email	enquiries@ageuksheffield.org.uk
Website	www.ageuksheffield.org.uk

Activities

Objects: THE OBJECTS OF THE CHARITY ARE TO PROMOTE THE FOLLOWING PURPOSES FOR THE BENEFIT OF THE PUBLIC AND/OR OLDER PEOPLE WITHIN THE AREA OF BENEFIT:3.1.1 PREVENTING OR RELIEVING THE POVERTY OF OLDER PEOPLE;3.1.2 ADVANCING EDUCATION;3.1.3 PREVENTING OR RELIEVING SICKNESS, DISEASE OR SUFFERING IN OLDER PEOPLE (WHETHER EMOTIONAL, MENTAL OR PHYSICAL);3.1.4 PROMOTING EQUALITY AND DIVERSITY;3.1.5 PROMOTING THE HUMAN RIGHTS OF OLDER PEOPLE IN ACCORDANCE WITH THE UNIVERSAL DECLARATION OF HUMAN RIGHTS;3.1.6 ASSISTING OLDER PEOPLE IN NEED BY REASON OF ILL-HEALTH, SOCIAL EXCLUSION OR OTHER DISADVANTAGE; AND3.1.7 SUCH OTHER CHARITABLE PURPOSES FOR THE BENEFIT OF OLDER PEOPLE AS THE CHARITY TRUSTEES FROM TIME TO TIME DECIDE;THE OUTCOME OF THIS BEING THE PROMOTION OF THE WELL-BEING OF OLDER PEOPLE.

Activities: Age UK Sheffield (Age Concern Sheffield) is an independent, local charity, dedicated to enabling older people to be the architect of their own lives. We provide bespoke assistance, enabling people to find

their own solutions, particularly those living in social isolation or with physical, sensory or mental impairment, facilitating access to a very wide range of the city's facilities and resources.

Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, Disability, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People

Geography

- **Area of benefit:** CITY OF SHEFFIELD.
- Sheffield City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,124,232	£2,286,241	£1,458,679	95
2024-03-31	£2,380,976	£2,115,063	£1,620,688	78
2023-03-31	£2,430,858	£2,194,701	£1,354,775	81
2022-03-31	£2,294,149	£2,161,935	£1,118,618	64
2021-03-31	£1,764,111	£1,423,598	£979,404	60

Trustees

Name	Role	Appointed
Alison Iliff		2023-12-08
Colin Bamber		2023-12-08
Colleen Bridget Dooney		2022-11-03
Joanne Rose		2023-12-08
Lisa Whitworth		2021-11-04
Martin Dean		2024-02-08
Naomi Bryher Sampson		2020-12-11

AGE UK SHEFFIELD

England & Wales - Charity number 1108413

Accounts

Ending older people's loneliness



Age UK Sheffield Annual report 2024/25

www.ageuk.org.uk/sheffield

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Reference and administrative details

The trustees (who are also directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the Trustees’ Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) “Accounting and Reporting by Charities” (FRS102) in preparing the annual report and financial statements of the charity.

Official name of charity: Age UK Sheffield

Charity registration number: 1108413

Company registered number: 05207254

Directors and Trustees: Mr David Campbell (Chair)
Mr Colin Bamber
Mr Martin Dean
Ms Colleen Dooney
Mr Tim Furness
Ms Alison Iliff
Ms Melanie Perkins (resigned 2 August 2025)
Ms Joanne Rose
Ms Naomi Sampson
Mrs Lisa Whitworth

President: Mr Nick Hutton MBE

Vice-Presidents: Mrs Ruth Wilson

Registered Office: First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG

Senior Management Team: Teresa Barker, Chief Executive
Denise McClure, Head of Service Delivery and Standards
Graham Richardson, Head of Income Generation

Auditors: Hawsons Chartered Accountants, Pegasus House, 463a Glossop Road, Sheffield, S10 2QD

Bankers: NatWest Bank Plc, 42 High Street, Sheffield, S1 2GE

Solicitors: Knights Plc, Commercial House, 14 Commercial Street, Sheffield, South Yorkshire, S1 2AT

Chair’s statement

The chairman presents his statement for the year.

This is my last statement as Chair of Age UK Sheffield, as I shall be stepping down from the Board at the 2025 Annual General Meeting after serving more than 11 years as a Trustee. It has been a true honour and privilege to have led this wonderful charity as Chair for the past nine years. I am hugely proud of the positive impact we have had on so many older people in Sheffield in that time. As always, this annual report provides great evidence of the work carried out by Age UK Sheffield staff and volunteers over the past year, with some hugely impactful case studies.

I am also proud to hand over a charity in a good financial position, despite many challenges that we and other charities are facing. This year’s annual accounts report a deficit but this was smaller than had been budgeted, and was entirely represented by grant income which had been received and accounted for as income in prior years, which we spent in 2024/25. The impact of the significant increase in employment costs which took effect in April 2025 provides a further challenge in 2025/26, but I am confident that Age UK Sheffield is in a strong position to navigate this storm.

I would like to thank all the Trustees, staff and volunteers who have been associated with Age UK Sheffield during my time as a Trustee, as well as all the funders who have supported us to deliver our vital work. On this note, I must mention the sad passing this year of Age UK Sheffield’s former Vice-President, Graham Moore MBE. Through the Westfield Health Charitable Trust, Graham was a generous supporter of Age UK Sheffield and many other charities in South Yorkshire and beyond. He will be greatly missed by many people.

I will end by expressing my confidence that I am leaving this charity in safe hands. I am delighted to hand over the reins to my successor as Chair, Lisa Whitworth, who has been a valuable contributor to the Board as a Trustee over the past few years. She will be ably supported by our excellent Chief Executive, Teresa Barker and her team, who I have no doubt will continue to lead Age UK Sheffield from strength to strength.

I will continue to watch the progress of the charity with great interest and admiration.




David Campbell
Chair

“ I would like to thank all the Trustees, staff and volunteers who have been associated with Age UK Sheffield during my time as a Trustee, as well as all the funders who have supported us to deliver our vital work. ”

Trustees’ report

The Trustees present their annual report together with the audited financial statements of the Age UK Sheffield for the year 01 April 2024 to 31 March 2025.

The Annual Report serves the purposes of both a Trustees’ report and a directors’ report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company’s governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the group and the Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors’ Report) Regulations 2013 has been omitted.



Charity objectives and activities

Age UK Sheffield's articles of association list the charity's objects as "to promote...the benefit of the public and/or older people" within Sheffield and the surrounding area. By "older people" we mean that we primarily support people aged 50 and over, with two-thirds of our beneficiaries being aged 70 or over.

Our vision is:

“For a city in which no older person lives in poverty or loneliness.”

Our mission in pursuing that vision is helping older people to:

Live better lives in the best health possible.

Our values:

“The way we do things here.”

Trust



Care



Choice



Our behaviours and success factors:

“How we work every day.”

Every minute, every day



‘Can-do’ / solution focused



Your skills, our context



Empowering you / taking responsibility



Learning and reflection



Our services are person-centred, holistic and aspire to continuously improve in pursuit of excellence.



Charity aims

We aim to deliver our objectives and activities through a holistic, person-centred approach, supporting older people to achieve their needs and wants, and empowering them to maintain their independence. We may do this by enabling people to increase their financial, physical and mental health and wellbeing, through, for example, increasing benefits claimed, supporting claims for aids and adaptations to the home, and connecting people to local services and resources.

This has benefits for the individual older people we support; their family carers; and the wider community by reducing demand on statutory services.

How our activities further our legal purposes

All our activities seek to further our charitable aims, whether directly providing services to older people, providing professional support and advice to organisations which work with older people, campaigning and lobbying for policies which promote ageing well, or engaging in income generation activities to increase our resources to deliver charitable services.

The main activities we are involved in to further our charitable objects are in providing:

- Free and impartial information and advice services, which are independently accredited. Increasing benefit income is the greatest customer need in this service and takes hundreds of people out of poverty every year.
- Independent living co-ordination services, helping people to live well at home and reduce demand on the local health and social care system. This holistic support addresses poverty through benefits checks, and loneliness through onward referrals, as part of a wider package of support.
- Dedicated dementia services, supporting older people and organisations.
- A vibrant and creative programme of local activities, particularly in the Hillsborough and South-West Sheffield areas.
- Volunteer befriending support to reduce ongoing loneliness.
- A home support service meeting individual added support needs.
- Supporting voice and representation initiatives for older people.

Public benefit statement

As charity Trustees, we confirm we have regard to the Charity Commission’s public benefit guidance, which we fulfil through the activities we deliver in pursuit of our objectives. We aim to provide benefits and minimise harm to older people in Sheffield, and our services and activities are open and accessible to all.

Strategies to achieve our aims and objectives

We are coming towards the end of our 2022-25 strategy, which focused on the following priorities:

- Ending poverty.
- Ending loneliness.
- Supporting initiatives to increase the voice and representation of older people in developing local public policy.
- Continuing to increase our retail, trading, and fundraising income, and diversifying our funding sources, to expand the availability of funding to support charitable activities.

Our new strategy for 2026 onwards is in the process of being finalised. In terms of the delivery of our charitable objects for public benefit, our overall strategy is likely to remain similar.

Criteria for measuring success

By focusing our attention on delivering personalised services, the specific success measures for each person we support are dependent on their individual needs.

At a wider charity level, there are many ways in which we measure the success of our work, including:

- Number of people supported;
- Number of needs they have identified which we supported them to achieve;
- Increased benefit income;
- Improvements measured through the Outcomes Star for independent living.

Our continuous improvement procedure monitors customer satisfaction with our services, and our Trustees receive quarterly customer compliments and complaints reports. As a learning organisation, we treat all complaints as an opportunity to improve.

We provide quarterly output and outcome reports to project funders and contract commissioners, detailing how we have delivered our services against any grant conditions or performance monitoring requirements.

We take huge pride in delivering service quality of the highest standards and hold numerous external and independent assessments of our quality standards:

- Age UK Charity Quality Standard
- Age UK Information and Advice Quality Standard
- The Advice Services Association’s Quality Standard
- ISO9001
- CHAS (Contractors’ Health and Safety Standard)

Social investment policies

We do not make any social investments.

Grant-making policies

Through our involvement in the Sheffield City Council People Keeping Well in the Community programme, we lead the partnership for the South-West Sheffield area. The grant funding we receive from the Council for this initiative requires us to make small, community grants, usually of up to £500, to fund community-level health and wellbeing activities. Applicant organisations in the designated area apply to us to receive a community grant to fund capital items or ongoing activities, such as table tennis, litter-picking, and creative writing.

The South-West Sheffield People Keeping Well partnership makes decisions about which applications they wish to support, and we administer the grant-making process.

We also administer small grants to individuals on behalf of the Sir George Franklin’s Pensions Charity. Their charitable objects are to support people aged 50 and over who are living in poverty. We nominate people who we are aware are in need of short-term support and their Trustees decide which grants to make. The grants are paid to Age UK Sheffield, who administer the grants to individuals.

Volunteer involvement

In 2024/25 we were supported by 272 registered volunteers supporting a wide range of charity activities, including our Dementia Wellbeing Centres and cafes, our “In Touch” befriending programme, helping older people to get online and use the internet safely, and our retail shops. In total, these volunteers delivered around 25,000 volunteering hours, with an equivalent value of at least £286,000. We could not deliver such a wide range of charitable activities without our volunteers and we are extremely grateful to them all.

Charity achievements and performance

During 2024/25, we took on 4,180 new cases for people who required our support an increase of over 10% compared to the previous year. We supported those people to increase their income by over £2.65 million in the first year, by claiming the additional benefits they were entitled to. This figure is believed to be a significant under-estimate because many people we supported to make benefits claims were either still waiting for their decision, or had not reported the outcome to us, at the time of writing this report.

In addition, thousands more people attended a wide range of activities at our Gathering Ground site in Hillsborough Park and People Keeping Well activities in South-West Sheffield. We also handled thousands more information enquiries through phone calls and e-mails to our Sheffield city centre office.

2024-25 impact report

Last year we supported older people in record numbers, taking on 10% more cases than the previous year.

We supported 4,180 older people with recorded casework. As always, benefits checks for people living in poverty were by far the greatest support request. We know we helped at least 425 people to increase their benefit income by over £2.65 million in the first year (over £2.2m per year thereafter).

We also supported people with a wide range of issues to help them continue to live safely at home, whilst further helping over 2,000 people who were at risk of loneliness and social isolation to access to leisure and social activities.



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Reducing demand on the NHS

We commissioned an independent evaluation report to assess the impact on the NHS of our hospital activities and discharge co-ordinator service. This provided support on hospital wards to keep older patients active and engaged, leading into further practical support in the home, if required, after discharge. This found that:

- Patients on the wards we supported we discharged from hospital, on average, two days more quickly than on a comparator ward
- Patients on these wards were discharged with less support needed
- There were lower average discharge delays (3.0 days compared to 3.94 days)
- There was a decreased rate of patient readmissions among those we supported.

The independent evaluation calculated savings on bed days as a result of this project equivalent to around £318,000.

CASE STUDY

Celia’s story

Through our activities on the wards we also supported “Celia” and her fellow patients to have a more comfortable stay in hospital. Celia, aged 71, had been admitted to hospital after a 999 call because her husband could no longer care for her due to mental health issues. She had been on the ward for three months while suitable residential care was sought. Over eight visits, Celia went from crying and shouting out “I want to go home” to engaging in conversations about her family and things to look forward to. Staff on the ward reported an improved atmosphere, reduced workload, and other patients being more settled.



The independent evaluation calculated savings on bed days as a result of this project equivalent to around **£318,000.**



CASE STUDY

Janet’s story

One of the patients who we supported to go home from hospital was 72-year-old “Janet”, who was living with multiple health conditions, including heart failure and COPD, and was highly likely to be readmitted to hospital. She said: “Another organisation were helping with my shopping but it didn’t last long and if Age UK Sheffield hadn’t stepped in I would have gone without. You can’t go without food, can you?”

We also identified a range of other needs, including hoarding, extensive credit card debt, and no working heating. We helped Janet to declutter, restructure her debt and manage money better, and have her heating fixed. Janet said: “I really needed this support. I would have had no chance of getting back on my feet.”



Dementia support

We continue to be the largest provider of specialist community dementia services in Sheffield, leading the city’s Dementia Advice Service, delivering numerous Dementia Wellbeing Centres across the city, and helping to make Sheffield a more dementia-friendly place through the Dementia Action Alliance.



“ **People living with dementia have told us they:**
Didn’t know there was so much support in the community, and they now know where to go for anything dementia-related.

CASE STUDY

Anna’s story

One of the patients we supported to be discharged from hospital was “Anna” who was widowed in 1999. Alongside a range of other issues, Anna could not find the grave of her husband, “Terry”. His burial plot had been lost in the overgrowth of a woodland burial plot. After we worked with grounds staff to clear the site, Anna was overjoyed to rediscover his grave.

Money worries

Benefits advice is our most in-demand service. Around a quarter of over-65s in Sheffield are living in poverty, and we help to ensure they are claiming all the benefits they are entitled to.

CASE STUDY

Bob and Vera’s story

For example, 78-year-old “Bob” and his wife,” Vera”, aged 73, both lived with multiple health conditions and were caring for each other with minimal income and no savings. We assessed that they were both entitled to Attendance Allowance, Pension Credit, and several other benefits. We supported them to claim these entitlements, increasing their combined income by £20,580 per annum.



CASE STUDY

John and Anne’s story

Similarly, “John” and “Anne” had experienced money issues for years and could not afford to put their heating on. We helped them to claim the same amount in increased benefits, £20,580 per annum. John said: “When I saw the amounts I couldn’t believe it. We had been living from hand to mouth. Age UK Sheffield is the best thing ever, we would have been asking for help from food banks.”



CASE STUDY

Julia and Clive’s story

The effects of poverty often spill over into a lack of heating. “Julia” and “Clive” were living in poverty and could not afford to fix their boiler, meaning their house was damp and had increasing mould. We helped them to increase their income by £15,780 per annum and obtain a grant to fund a new boiler, helping to reduce their damp and mould.

Housing

During 2024/25 we have been greatly concerned by Sheffield City Council’s withdrawal of floating housing support for older people at risk of homelessness. This is a vital service that is no longer available to older people in the city. Despite having none of our own resources to prevent homelessness, we offer the best support we can.



CASE STUDY

Fred’s story

Service veteran “Fred” was in Barnsley Hospital after his third car accident in quick succession. He had served in the First Battalion York and Lancaster, and the First Battalion Green Howards. He needed to move out of his existing home as he could no longer manage the stairs and it had no heating.

A medical priority house had been identified for him in Sheffield but he was at risk of losing it because he was in hospital. The Council would offer it to someone else if he didn’t view it within a week, but this would force him to self-discharge from hospital and lose the care he needed. We liaised with the Council to enable his niece to view it on his behalf, help him to move in, and have support around him to live safely at home.



Specialist projects

We continue to seek resources to enable us deliver projects which meet specific needs in the local community. Some of the projects we have been delivering include:

CASE STUDY

Anne’s story

Digital awareness support to help older people learn to get online – for example, “Anne” was housebound due to health conditions. Her laptop broke two years ago and she could not afford a new one so she was unable to explore her interests, play games or contact friends. Through our Digital Champion programme, we supported her to receive a laptop loan, and training to use updated software since she was last online.



She has since been able to start a creative writing course and an online college Psychology course, keeping her active despite numerous disabilities.



CASE STUDY

Fiona’s story

Scams awareness and prevention – for example, 76-year-old “Fiona” was living with short-term memory loss and had accepted several high-priced quotes for work from cold callers. We enabled the fitting of a call-blocking service on her phone, provided advice on how to handle cold callers, and gave her niece (who was Power of Attorney) information on a service to help to obtain reputable quotes for future repairs.

CASE STUDY

Joyce’s story

Support with life changing events – “Joyce”, aged 67, had recently lost her husband and was suffering with anxiety and depression. She was also the legal guardian for her 13-year-old granddaughter. She had a low income and then received a £4,000 bill for her husband’s care home costs.

We helped her to prove she was not liable for the care home bill and increased her income by £5,431 per annum (plus £3,969 backdated).

2025 marks the final year of our current grant from Weston Park Cancer Charity to support older people with cancer in Sheffield to live independently at home. For the past nine years, WPCC has supported this service benefitting over 3,000 people living with cancer in total. We are hugely grateful to WPCC for their support in delivering this service since 2016. A full list of our grant funders in 2024/25 can be seen on page 20.

Gathering Ground

Usage of our Hillsborough facilities continues to grow, and it is now a fully-established home for our Wellbeing Centre, which delivers uplifting and engaging activities for people living with dementia. During 2024/25, we also expanded our range of events in our Pavilion there, selling out a Pottery throw down event; hosting a University of Sheffield exhibition exploring dementia within ethnic minority communities; an Age UK Sheffield 20 year celebration event; and a Santa’s Grotto.



Community development

During 2024/25, our community team expanded as we worked with venues throughout South-West Sheffield to enable them to become Welcome Places for people who need somewhere to go. We work in these local communities to raise awareness of funding and resource opportunities, participate in community events and celebrations, partner with organisations delivering local services like age-appropriate physical activity, and supporting people to get online. We have also contributed to the development of Sheffield City Council’s Communities Strategy.

We also continue to deliver a range of creative opportunities in this area, such as creative writing at Ecclesall Library and the Totley Well With Nature group.

Volunteer input

Our work would not be possible with the hundreds of volunteers who support our work with older people. Whether being an “In Touch” volunteer befriender, knitting hats to donate to us, or volunteering in our charity shops, the contribution of volunteers to our charity is immense.

In total, we have 272 volunteers who, in 2024/25, contributed 25,000 hours of service. We are so grateful to them all, but we also know what a positive impact volunteering has on the volunteers themselves. One told us: “One woman I visit asked me to help her walk to the end of her road – something she hadn’t done in years. I was proud of her and grateful for her trust. Volunteering reminds me to slow down, to smile more, and to call my grandad. Little things really matter.”



In total, we have **272** volunteers who, in 2024/25, contributed **25,000** hours of service.

Supporting people (and cats) who are most in need

80% of our beneficiaries in 2024/25 were aged 70 or over, with one-in-ten of them aged 90 or over. Over half had either mobility issues or a history of falls, with 1,292 living with dementia or memory loss. We also supported hundreds of people living with a mental health issue, cancer, or a heart or lung condition. 246 beneficiaries (7% of those who declared their ethnicity) did not identify as White-British.

CASE STUDY

Jacqueline’s story

We also help with the full range of a person’s needs. “Jacqueline” had no money after losing her bank card and called Age UK Sheffield as a last resort after all her other calls had drawn a blank. She had been given a food bank voucher until her new card arrived – but was also out of food for her four cats! We rushed out with some cat food and a food parcel for Jacqueline, who said: “Thank you so much. I’m sorry I’m a bit weepy.”

This is just one of hundreds of satisfied customer feedback quotes we receive throughout the year:

“The help Age UK Sheffield has given us over the past months has been nothing short of incredible. The help throughout has been one of patience, diligence and compassion. We cannot thank Age UK enough steering us through the complexities of our predicament. We are extremely grateful and cannot thank you enough.”

“We would have been living on nothing if it wasn’t for the support of Age UK Sheffield.”

“I am on cloud nine. I was waiting a year to hear anything, and you helped me get the Blue Badge in 3 weeks! I cannot fully express my gratitude enough to the staff at AUKS.”

“We had been living hand to mouth before we were awarded the benefits and we feel so much better now.”

“I really didn’t know what Age UK Sheffield would have been able to do for us, I would have never thought of contacting if it had not been for the doctor referring me. The help we have received is unbelievable and something we would have never imagined. The greatest gift of all is that we have our kids helping us more than ever now since Age UK have been involved.”

Financial review

Our financial outturn for 2024/25 has a bottom line showing a deficit of £162,009 (2023/24: £265,913 surplus).

The deficit for the year is entirely comprised of the expenditure of grants received in previous years, and was lower than we had budgeted. This can be seen by taking the years 2023/24 and 2024/25 in combination, which shows an overall surplus over the two years.

Principal funding sources

Our main sources of income are contracts and grants to support our Independent Living Co-ordination work with vulnerable older people. Demand on the ILC service continues to increase due to issues ranging from poverty to issues in receiving health and social care services.

We also receive significant income from our dementia services, our paid-for “At Home” service, our retail shops, and our new facilities in Hillsborough Park.

A complete list of our grant funders can be seen on page 20 of the report.

Expenditure overview

The vast majority of our spending continues to be on staff to deliver services to older people. Our employee costs are around two-thirds of our total expenditure.

We work hard to keep our overheads as low as possible, to maximise the impact we can have directly on service delivery.

Cash position

As at 31 March 2025 the Charity had a cash balance of £953,320 on a consolidated basis (2024: £1,172,321).

Fixed assets

Our main tangible fixed assets relate to our properties in Hillsborough Park, which opened in 2022 and are being depreciated over a 25-year period.

Restricted/designated funds

At 31st March 2025, the charity held restricted funds of £125,424 (2024: £185,800). These all relate to grant income we have received to deliver services. The vast majority of these are funding for our Independent Living Co-ordination service, which we expect to spend in 2025/26.

Significant events

There were no significant events that materially affected our financial position.

Investment policy

We do not hold any significant investments outside of our group of companies.

During 2021/22, in partnership with four other local Age UK Brand Partners, we established a new social enterprise company, CASEwork Services CIC Ltd to provide back office services to our five charities, and to others. We supported the establishment of this company through the provision of a £15,000 loan. Half of this amount (£7,500) has been repaid to us.

Risk management

Our risk assessment and risk register are reviewed and updated on a quarterly basis and scrutinised by our HR and Governance Group. This review includes a written update on the current position of each risk and a review of the likelihood and impact scores, and any further control measures required. New risks are added and existing risks closed, to ensure the risk assessment remains and live document which informs our strategy development and work programme. The full Board reviews the risk assessment once per year, or individual risks may be escalated to the Board periodically by the HR & Governance Group.

In September 2025, the highest scoring risks on our risk register related to the achievement of income targets across various domains, and the consequent effect on our budget if the anticipated income is not achieved. Management actions are in place to mitigate those risks by providing a suitable focus on income generation activity, and monitoring income on a monthly basis through the management accounts.

Reserves policy

Our Board adopts a risk-based reserves policy which analyses a wide range of capital, buildings-related, service delivery and staffing risks, and their likelihood of being realised. This calculation was updated in September 2025 and the Board’s current target range for free reserves is £500,000 to £600,000.

At 31 March 2025, Age UK Sheffield’s free reserves (unrestricted funds excluding designated reserves less fixed assets) were £698,219 compared to 692,044 in the previous year.

The Board has approved a deficit budget for 2025/26 and anticipates that the charity's free reserves will fall within the target range by March 2026.

Factors likely to affect future performance

The availability of sufficient grant and contract funding to meet our service delivery needs is constantly being monitored. At this stage we do not have any significant concerns in this respect. We have designated some reserves to help provide short-term cover to enable the continuation of delivering core services, if there were to be a gap between the availability of some grants or contracts.

Pension liabilities

Up to 2022, Age UK Sheffield was part of a national Age UK defined benefit pension scheme. Following a review by the Trustees of the national scheme, we mutually agreed to leave the scheme. Our Board has received written confirmation that the national scheme Trustees do not intend to make any further demands on Age UK Sheffield.

Our trading subsidiary

In 2019, the charity invested in our trading subsidiary to fund the capital start-up costs of our retail operation. It was intended that this £60,000 initial investment would be repaid over time through the retail gift aid scheme. The full investment was realised within three years. The following retail gift aid payments have been made to date:

2019/20	-	£3,766
2020/21	-	£9,220
2021/22	-	£63,447
2022/23	-	£91,790
2023/24	-	£94,197
2024/25	-	£168,827

In 2021/22, the charity made a short-term loan of £120,000 to the trading subsidiary to support the completion of the Coach House Lottery project in Hillsborough Park. This was because the trading subsidiary delivered the redevelopment of the Coach House but some of the capital grants to support the project had been paid to the charity. This loan will be repaid through rental income from the café operator in the coming years.

Going concern

The Trustees have considered the charity's ability to fulfil its financial obligations as they fall due over the coming 12-month period. In undertaking these considerations, Trustees have assessed a wide range of factors, including:

- The current availability of unrestricted and undesignated reserves;
- A cashflow forecast;
- Future planned income sources, the diversity of these sources, and the risks attached to each income source;
- Planned expenditure against this income;
- The risk assessment used to inform our updated reserves policy, including unforeseen spending commitments such as building maintenance and dilapidations, the financial impact of a further pandemic, cost of living increases, and our ongoing discussions with the administrators of the Age UK defined benefit pension scheme.

Having given due consideration to all these issues, Trustees have made a positive going concern assessment of our ability to continue trading throughout at least the next 12 months.

Further details regarding the adoption of the going concern basis can be found in the Accounting Policies section of the financial statements.

Plans for future periods

The Board is finalising the development of a new Strategy to adopt from 2026 onwards, which will form the framework for decision-making around future priorities and business plans. It is believed that the priorities which were highlighted in the 2022-25 Strategy still remain, and it is likely that the next Strategy will seek to continually improve the charity's ability to deliver on those priorities.

Charity structure, governance and management

Age UK Sheffield is a charity and registered company limited by guarantee, which is governed by a board of Trustees. Having formerly been an unincorporated charity since its registration in January 1981, the Charity transferred its assets to a 'new' charity, number 1108413 on 31 March 2005.

In 2024/25, the full Board met in full six times and held a strategic planning day. Our Finance and HR & Governance Groups have a scrutiny function and some delegated authority, and met quarterly in advance of full Board meetings.

Age UK Sheffield Enterprises Limited is a company wholly owned by Age UK Sheffield which is governed by a Board of Non-Executive Directors comprising up to three charity Trustees and up to two independent Directors, one of whom, David Marshall, chairs the Board. This trading arm engages in trading activity and makes donations to the Charity through the retail and corporate Gift Aid processes.

Since the Charity and the Group qualifies as small under section 383 of the Companies Act 2006, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 is not required.



How we make decisions

A Scheme of Delegation is appended to the Charity's Code of Governance, which describes the decisions which are reserved for the full Board, decisions that are delegated to sub-groups, and those which are delegated to the Chief Executive and Senior Management Team.

The Finance and HR & Governance Groups typically meet one or two weeks before full Board meetings to undertake a scrutiny function on behalf of the Board. They may make recommendations to the Board or specify issues which require full Board discussion.

The Scheme of Delegation was last reviewed in July 2023.

Trustee recruitment, induction and training

The Board actively manages its composition to provide both stability and fresh ideas and thinking. Trustees are recruited for a three-year term and may serve up to three terms. In recent years it has been common practice for one or two Trustees to resign from the Board and one or two new Trustees to join the Board.

Trustees are always recruited through an open process using a role description and person specification. Trustees receive a handbook which includes the Articles of Association, Code of Governance, and key policies and procedures including the Declaration of Interests policy. Trustees complete an induction which includes meetings with senior managers and shadowing of key frontline services.

At our November 2025 Annual General Meeting, we will say goodbye to our Chair, David Campbell. David has been Chair for around nine years, serving almost 12 years as a Trustee in total. Under David's chairmanship, Age UK Sheffield has grown and prospered. We thank him for his support and leadership.

Senior management remuneration

The remuneration of all staff, including senior managers, is considered annually by the full Board. The senior managers during the year 2024/25 were the Chief Executive, Head of Service Delivery and Standards, and Head of Income Generation.

The Age UK network

Age UK Sheffield is a local, independent charity. Our charitable objects are focused around providing services to older people in Sheffield and our Trustees are from Sheffield and the surrounding area. We are part of the federated Age UK network of charities, with whom we share a Network Agreement. This gives all local partners, including Age UK Sheffield, rights and obligations to work together for the benefit of older people in our shared network.

Part of our commitment to being an Age UK Network Partner is to uphold excellent quality standards in the running of our charity and our service delivery to older people. We meet the Age UK Charity Quality Standard and also hold the Age UK Information and Advice Quality Standard, which provides evidence of independence, impartiality, and service quality in the provision of information and advice services. The latter was reassessed in early 2025, with the majority of our files being rated as “Good”.

During 2024/25 we supported our neighbours at Age UK Barnsley by sharing our Chief Executive with them for six months. We believe this type of sharing of resources should be a model for future work with our partners in the Age UK network.

Related parties

Up to three Trustees sit on the Board of our wholly-owned trading subsidiary, Age UK Sheffield Enterprises. The current Trustees on that Board are David Campbell, Tim Furness and Lisa Whitworth. All make relevant declarations of interest at respective Board meetings.

Age UK Sheffield was a founding member of CASEwork Services CIC Ltd, which was established in September 2021. The joint venture company was established in partnership with four other local Age UK Brand Partners, to provide finance and other back office services to the owning charities as part of a cost-sharing group, and commercially to other charities and social enterprises.

We work with a wide range of other charities in the pursuit of our charitable objectives. We are members of the Age England Association and attend regional meetings with other Age UK Brand Partners. We also regularly work with other charities in Sheffield.

Trustees’ indemnities

The Trustees, as directors of the charitable company, have been granted a qualifying third party indemnity provision under section 234 of the Companies Act 2006. This does not provide cover in the event of a director being proved to have acted fraudulently or dishonestly.

List of financial supporters

We would like to thank everyone who supported the work of Age UK Sheffield during 2024/25, and give particular thanks for the financial support given by:

- Age UK
- Ecclesfield and Hillsborough Primary Care Networks
- Friends of Whirlow
- HM Burdall Charity
- Innovate UK
- JKA Trust
- Marjorie Coote Old People’s Charity Fund
- NHS England
- NHS South Yorkshire Integrated Care Board
- Sheffield Church Burgesses Trust
- Sheffield City Council
- Sheffield Health & Social Care NHS Foundation Trust
- Sheffield Town Trust
- Sir George Franklin Charity
- South Yorkshire Community Foundation
- The Headley Trust
- Veterans Foundation
- Weston Park Cancer Charity
- Individual donors, fundraisers, customers, members and people leaving legacies to Age UK Sheffield

Statement of trustees’ responsibilities

The trustees (who are also the directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the trustees’ report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland”. The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the parent charitable company and the group and of the incoming resources and application of resources, including its income and expenditure, of the charitable group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the parent charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the parent charitable company and the group and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the parent charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company’s website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charitable company’s auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006 and the requirement to produce a strategic report.

The annual report was approved by the trustees of the charitable company on 13th November 2025 and signed on its behalf by:

Mr David Campbell
Chair



Independent auditors’ report to the members of Age UK Sheffield

Opinion

We have audited the financial statements of Age UK Sheffield (the ‘charitable parent company’) and its subsidiary (the ‘group’) for the year ended 31 March 2025, which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Balance Sheet, Consolidated Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group’s and parent charitable company’s affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor’s responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC’s Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company’s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees’ annual report, other than the financial statements and our auditor’s report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements or a material misstatement in the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the and Trustees’ Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the and Trustees’ Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the and the Trustees’ Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- the information given in the trustees’ report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies’ exemptions in preparing the Directors’ Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the Statement of trustees’ responsibilities set out on page 16, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.



Auditors’ responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The charitable company is subject to laws and regulations that directly and indirectly affect the financial statements. Based on our understanding of the charitable company and the environment it operates within, we determined that the laws and regulations which were most significant included FRS 102, Companies Act 2006, Health and Safety regulations and the Charities Act 2011. We considered the extent to which non-compliance with these laws and regulations might have a material effect on the financial statements, including how fraud might occur. We evaluated management’s incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the posting of inappropriate journal entries to improve the company’s result for the period, and management bias in key accounting estimates.

Audit procedures performed by the engagement team included:

- Discussions with management and those responsible for legal compliance procedures within the charitable company to obtain an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company complies with that framework, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of Trustee meetings;
- Identifying and assessing the design effectiveness of controls that management has in place to prevent and detect fraud and non-compliance with laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates.
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations or posted by senior management.

There are inherent limitations in the audit procedures described above and the more removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities is available on the Financial Reporting Council’s website at www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor-s-responsibilities-for. This description forms part of our auditor’s report.

Use of our report

This report is made solely to the charitable parent company’s trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the group’s trustees those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable parent company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Simon Bladen, Senior Statutory Auditor

for and on behalf of

Hawsons Chartered Accountants
Statutory Auditor

Pegasus House
463a Glossop Road
Sheffield
S10 2QD

Date: 13th November 2025

Consolidated statement of financial activities

Year Ended 31 March 2025

		Unrestricted funds	Restricted funds	Total 2025	Total 2024
Note		£	£	£	£
Incoming resources					
Grants, donations and legacies	2	415,367	539,083	954,450	1,170,766
Charitable activities	3	755,481	162,003	917,484	1,046,229
Investment income	4	19,341	-	19,341	10,282
Other income	5	232,599	358	232,957	153,699
Total incoming resources		1,422,788	701,444	2,124,232	2,380,976
Resources expended					
Raising funds		-	-	-	4,129
Charitable activities	6	1,524,421	761,820	2,286,241	2,110,934
Total expenditure		1,524,421	761,820	2,286,241	2,115,063
Net (outgoing)/incoming resources		(101,633)	(60,376)	(162,009)	265,913
Net movement in funds		(101,633)	(60,376)	(162,009)	265,913
Reconciliation of funds					
Total funds brought forward		1,434,888	185,800	1,620,688	1,354,775
Total funds carried forward		1,333,255	125,424	1,458,679	1,620,688

Consolidated balance sheet

31 March 2025

		31 March 2025		31 March 2024	
		Group	Company	Group	Company
	Note	£	£	£	£
Fixed assets					
Tangible assets	11	392,713	137,912	434,856	162,811
Investments	12	-	60,002	-	60,002
		392,713	197,914	434,856	222,813
Current assets					
Debtors	13	266,443	412,470	272,926	380,684
Cash at bank and in hand		953,320	847,531	1,172,321	1,057,233
		1,219,763	1,260,001	1,445,247	1,437,917
Creditors – amounts falling due within one year	14	(153,797)	(100,892)	(259,415)	(195,670)
Net current assets		1,065,966	1,159,109	1,185,832	1,242,247
Net assets		1,458,679	1,357,023	1,620,688	1,465,060
Charity funds:					
Restricted funds	16	125,424	125,424	185,800	246,020
Designated funds	17	242,323	242,323	307,988	307,988
Unrestricted funds	17	1,090,932	989,276	1,126,900	911,052
Total charity funds		1,458,679	1,357,023	1,620,688	1,465,060

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements. The income and expenditure account for the year dealt within the accounts of the Charity was a deficit of £108,037 (2024: a surplus of £210,295).

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements on pages 21 to 40 were approved by the trustees, and authorised for issue on 13th November 2025 and signed on their behalf by:



Mr David Campbell
Chair

Consolidated statement of cash flows

Year Ended 31 March 2025

	Note	2025	2024
		£	£
Cash flow from operating activities		(162,009)	265,913
Net (expenditure)/income			
Adjustments to cash flows from non-cash items			
Depreciation		55,137	45,747
Investment income	4	(19,341)	(10,282)
		(126,213)	301,378
Working capital adjustments			
Decrease in debtors	13	6,483	312,139
Decrease in creditors	14	(105,618)	(175,912)
Net cash flows from operating activities		(225,348)	437,605
Cash flows from investing activities			
Interest receivable and similar income	4	19,341	10,282
Purchase of tangible fixed assets	11	(12,994)	(87,441)
Net cash flows from investing activities		6,347	(77,159)
Net (decrease)/increase in cash and cash equivalents		(219,001)	360,446
Cash and cash equivalents at 1 April		1,172,321	811,875
Cash and cash equivalents at 31 March		953,320	1,172,321

Notes on accounts

Year Ended 31 March 2025

1. Accounting policies

The following accounting policies have been used consistently in dealing with items which are considered material to the charitable company's affairs.

1.1 Statutory information

The Charity is a private company limited by guarantee, established by constitution on 13 January 1981 in England and Wales. The members of the Charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is 1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG and its registered number is 05207254. The nature of the Charity's operations and principal activities are included in the trustees' annual report.

1.2 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. There has been no material departure from these standards.

The functional and presentational currency of the charity is GBP.

1.3 Going concern

At the date of signing these financial statements, the Trustees have reviewed the current financial position and future projections and believe this indicates that the group will be able to continue to operate for a period of at least 12 months beyond the signing date.

1.4 Basis of consolidation

The financial statements consolidate the accounts of Age UK Sheffield and its subsidiary undertaking ('subsidiary').

The Charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

1.5 Exemptions for qualifying entities

The charitable company has taken advantage of the exemption from preparing a statement of cashflows on the basis that it is a qualifying entity and the group cashflow statement included within these financial statements include the company's cashflows.

The charitable company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

1.6 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The legacies entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.7 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the administration of the Charity and compliance with constitutional and statutory requirements.

Charitable activities and governance costs are costs incurred on the Charity's operations, including support costs and costs relating to the governance of the Charity appointed to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

1.8 Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

1.9 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

1.10 Taxation

The charitable company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charitable company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.11 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of the fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

- Short-term leasehold property - over remaining term of the lease
- Office equipment - 20% - 30% straight line
- Computer equipment - 33% straight line

1.12 Investments

Investments in subsidiaries are valued at cost less provision for impairment.

1.13 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.14 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.15 Impairment

Assets that are subject to depreciation or amortisation are assessed at each balance sheet date to determine whether there is any indication that the assets are impaired. Where there is any indication that an asset may be impaired, the carrying

value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

1.16 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.17 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.18 Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight-line basis over the lease term.

1.19 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year

1.20 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

1.21 Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

(i) Recognitions of legacy income
In applying the principals of SORP FRS 102 in relation to legacies, management make judgements relating to when the legacy income is recognised.

2. Income from grants, donations and legacies

	Unrestricted funds	Restricted funds	Total funds
	2025	2025	2025
	£	£	£
Donations and other grants	314,407	402,887	717,294
Legacies	8,328	-	8,328
Age UK	92,632	136,196	228,828
	415,367	539,083	954,450

	Unrestricted funds	Restricted funds	Total funds
	2024	2024	2024
	£	£	£
Donations and other grants	345,837	510,905	856,742
Legacies	120,661	-	120,661
Age UK	9,998	183,365	193,363
	476,496	694,270	1,170,766

Due to the nature of legacies, it is not always possible to determine the value of the legacy or the likelihood of it being received. In some instances, such legacies can be contested and, as such, the charity will not receive the income. The facts of each case are assessed individually to decide when the legacy should be recognised in line with the Charity's accounting policy and with SORP FRS 102.

(ii) Impairment of leasehold improvements

In applying the principals of SORP FRS 102 in relation to impairment of assets, management make judgements relating to the fair value of Leasehold improvements at each balance sheet date. Where there is any indication that an asset may be impaired, the carrying value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

3. Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds
	2025	2025	2025
	£	£	£
Support in the Home	699,929	161,851	861,780
Information and Advocacy	55,552	152	55,704
	755,481	162,003	917,484

	Unrestricted funds	Restricted funds	Total funds
	2024	2024	2024
	£	£	£
Support in the Home	556,874	2,257	559,131
Group support	346,962	117,526	464,488
Information and Advocacy	22,610	-	22,610
	926,446	119,783	1,046,229

4. Investment income

	Unrestricted funds	Restricted funds	Total funds
	2025	2025	2025
	£	£	£
Interest receivable on bank deposits	19,341	-	19,341
	19,341	-	19,341

	Unrestricted funds	Restricted funds	Total funds
	2024	2024	2024
	£	£	£
Interest receivable on bank deposits	10,282	-	10,282
	10,282	-	10,282

5. Other income

	Unrestricted funds	Restricted funds	Total funds
	2025	2025	2025
	£	£	£
Reimbursed expenses	232,599	358	232,957

	Unrestricted funds	Restricted funds	Total funds
	2024	2024	2024
	£	£	£
Reimbursed expenses	153,699	-	153,699

6. Expenditure on charitable activities

	Note	Unrestricted funds	Restricted funds	Total funds
		2025	2025	2025
		£	£	£
Information and Advocacy		173,514	-	173,514
Group support		268,300	34,260	302,560
Staff costs		973,719	714,913	1,688,632
Governance costs	7	108,888	12,647	121,535
		1,524,421	761,820	2,286,241

	Note	Unrestricted funds	Restricted funds	Total funds
		2024	2024	2024
		£	£	£
Information and Advocacy		157,363	-	157,363
Group support		388,674	-	388,674
Staff costs		778,395	673,941	1,452,336
Governance costs	7	112,561	-	112,561
		1,436,993	673,941	2,110,934

7. Analysis of governance and support costs

	2025	2024
	£	£
Management & Business Support	46,055	42,665
Infrastructure	59,133	51,540
Development	16,347	18,356
	121,535	112,561

8. Governance costs

Included in support costs are governance costs of £24,324 (2024: £20,545).

9. Net incoming/outgoing resources

	2025	2024
	£	£
Net (outgoing)/incoming resources for the year include:		
Depreciation of fixed assets	55,137	45,747
Auditor’s remuneration - The audit of the Company’s annual accounts	12,150	14,700
Auditor’s remuneration - All taxation advisory services	500	350
Auditor’s remuneration - All non-audit services not included above	4,500	1,450

10. Staff costs

	2025	2024
	£	£
The aggregate payroll costs were as follows:		
Staff costs during the year were:		
Wages and salaries	1,539,502	1,325,456
Social security costs	107,210	91,762
Pension costs	41,920	35,118
	1,688,632	1,452,336

	2025	2024
	No.	No.
The monthly average number of persons (including senior management) employed by the group during the year expressed as full time equivalents was as follows:		
Average number of employees	95	78

No employee received remuneration amounting to more than £60,000 in either year.

The Trustees neither received nor waived any remuneration during the year (2024: £nil). No Trustees are accruing pension arrangements (2024: £nil). No Trustees were reimbursed expenses in either year.

The total employee benefits of the key management personnel of the charitable company were £158,616 (2024 - £62,815). Age UK Sheffield considers its key management personnel to comprise of their Senior Management Team, which at the year-end comprises the staff members listed below:

- Chief Executive
- Head of Service Delivery and Standards
- Head of Income Generation

Pension costs are allocated between activities and between restricted and unrestricted funds on the basis of staff time.

11. Tangible fixed assets

	Leasehold improvements	Office equipment	Computer equipment	Total
Group	£	£	£	£
Cost				
At 1 April 2024	941,898	138,818	126,494	1,207,210
Additions	6,072	1,576	5,346	12,994
At 31 March 2025	947,970	140,394	131,840	1,220,204
Depreciation				
At 1 April 2024	584,988	113,376	73,990	772,354
Charge for the year	24,956	7,238	22,943	55,137
At 31 March 2025	609,944	120,614	96,933	827,491
Net book value				
At 31 March 2025	338,026	19,780	34,907	392,713
At 31 March 2024	356,910	25,442	52,504	434,856

	Leasehold improvements	Office equipment	Computer equipment	Total
Charitable company	£	£	£	£
Cost				
At 1 April 2024	202,315	64,737	103,172	370,224
Additions	-	1,090	5,346	6,436
At 31 March 2025	202,315	65,827	108,518	376,660
Depreciation				
At 1 April 2024	109,644	45,371	52,398	207,413
Charge for the year	4,000	4,392	22,943	31,335
At 31 March 2025	113,644	49,763	75,341	238,748
Net book value				
At 31 March 2025	88,671	16,064	33,177	137,912
At 31 March 2024	92,671	19,366	50,774	162,811

12. Fixed asset investments

Charitable company	2025	2024
	£	£
Shares in group undertakings and participating interests	60,002	60,002

Details of the investments in which the charitable company holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Company number	Registered office	Class of share	Proportion of voting rights and shares held	
				2025	2024
Age UK Sheffield Enterprises Limited	02432642	1st Floor South Yorkshire Fire & Rescue 197 Eyre Street Sheffield South Yorkshire S1 3FG	Ordinary	100%	100%

The loss for the financial period of Age UK Sheffield Enterprises Limited was £24,885 (2024 - £(63,534)) and the aggregate amount of capital and reserves at the end of the period was £8,671 (2024 - £33,556).

13. Debtors

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£	£	£	£
Trade debtors	110,048	106,496	83,091	68,205
Due from group undertakings	-	-	235,228	198,096
Other debtors	25,785	23,187	10,620	7,500
Prepayments and accrued income	130,610	143,243	83,531	106,883
	266,443	272,926	412,470	380,684

14. Creditors

	Group	Group	Charity	Charity
	2025	2024	2025	2024
	£	£	£	£
Trade creditors	22,720	61,102	9,723	19,920
Other taxation and social security	2,478	22,034	1,528	22,034
Other creditors	30,061	36,592	8,860	36,592
Accruals	56,878	79,826	44,360	62,502
Deferred income	41,660	59,861	36,421	54,622
	153,797	259,415	100,892	195,670

15. Deferred income

	2025	2024
Group	£	£
Deferred income at 1 April 2024	59,861	258,636
Resources deferred in the period	36,421	54,622
Amounts released from previous periods	(54,622)	(253,397)
Deferred income at year end	41,660	59,861
	2025	2024
Charity	£	£
Deferred income at 1 April 2024	54,662	253,397
Resources deferred in the period	36,421	54,622
Amounts released from previous periods	(54,662)	(253,397)
Deferred income at year end	36,421	54,622

Deferred income represents income deferred for contract funding received in advance and grant funding whose conditions will be met in future years.

16. Restricted funds

Group	Balance at 1 April 2024	Incoming resources	Resources expensed	Transfers	Balance at 31 March 2025
	£	£	£	£	£
Restricted funds					
SCC - Age Hub	12,081	12,500	(24,581)	-	-
SCC - PKW Community Wellbeing	488	38,027	(33,874)	-	4,641
SCC - PKW Dementia	-	36,456	(36,456)	-	-
SCC - SDAA Dementia Friendly Sheffield	41,630	15,000	(56,630)	-	-
NHS - Porter Valley Transformational	529	-	(529)	-	-
NHS - hospital discharge	121,685	-	-	(121,685)	-
NHS - Stroke	178	-	-	(178)	-
Veterans Association	329	-	-	(329)	-
Welcome spaces	8,880	42,426	(51,306)	-	-
Independent Living Co-ordinator	-	557,035	(558,444)	122,192	120,783
Total restricted funds	185,800	701,444	(761,820)	-	125,424

SCC - Age HUB	This fund is to support older people to have their say on local public policy.
SCC - PKW Community Wellbeing	This fund is to support people in South-West Sheffield to live healthy lives.
SCC - PKW Dementia	This fund is to support people living with dementia in South-West Sheffield.
SCC - SDAA Dementia Friendly Sheffield	This fund is to create a dementia-friendly city.
NHS - Porter Valley Transformational	This fund is to support GP patients in the Porter Valley neighbourhood with non-medical health interventions.
NHS - GP Referrals	This fund is to support GP patients in Sheffield with non-medical health interventions.
Age UK - Building Resilience	This fund is to support older people who have experienced a life-changing event.
Age UK Scams Prevention	This fund is to support older people who have been scammed or are at risk of being scammed.
Age UK Bereavement	This fund is to support older people who have been bereaved.
Independent Living Co-ordinator	Funds restricted to the delivery of Independent Living Coordination (ILC) services have been grouped together as they relate to projects delivering the same objectives and activities.

Group	Balance at 1 April 2023	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2024
	£	£	£	£	£
SCC - Age Hub	831	11,250	-	-	12,081
SCC - PKW Community Wellbeing	1,582	36,903	(37,997)	-	488
SCC - PKW Social Prescribing	-	25,000	(27,881)	2,881	-
SCC - PKW Dementia	1,259	34,000	(35,128)	(131)	-
SCC - SDAA Dementia Friendly Sheffield	26,630	15,000	-	-	41,630
NHS - Porter Valley Transformational	839	-	(310)	-	529
NHS - Dementia People Keeping Well	5,000	-	(5,000)	-	-
NHS - GP Referrals	-	69,612	(69,712)	100	-
NHS - hospital discharge	-	265,983	(144,298)	-	121,685
NHS - Stroke	-	17,835	(17,657)	-	178
Age UK - Building Resilience	-	34,521	(35,092)	571	-
Age UK Scams Prevention	-	39,457	(41,344)	1,887	-
Age UK Bereavement	236	34,120	(35,444)	1,088	-
Age UK Walking Programme	-	16,667	(15,764)	(903)	-
Age UK - More Money For You	-	18,600	(18,835)	235	-
Age UK - COL Fund	-	40,000	(42,175)	2,175	-
Energy Saving Trust	-	20,812	(20,812)	-	-
National Lottery - Community Fund	-	34,276	(34,276)	-	-
Veterans Association	-	7,878	(7,549)	-	329
Welcome spaces	-	8,880	-	-	8,880
Weston Park Hospital	-	83,259	(84,667)	1,408	-
Total restricted funds	36,377	814,053	(673,941)	9,311	185,800

17. Unrestricted funds

Group	Balance at 1 April 2024	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2025
	£	£	£	£	£
Unrestricted fund	1,126,900	1,422,788	(1,516,756)	58,000	1,090,932
Designated					
Hillsborough Project	37,988	-	(7,665)	-	30,323
Support I&A and ILC Services	97,000	-	-	-	97,000
Westfield Donation	40,000	-	-	-	40,000
Senior Manager succession planning	60,000	-	-	-	60,000
Student Placement Co-ordinator	33,000	-	-	(33,000)	-
Hillsborough Community Development Co-ordinator	25,000	-	-	(25,000)	-
ILC Service Evaluation	15,000	-	-	-	15,000
	307,988	-	(7,665)	(58,000)	242,323
Total unrestricted funds	1,434,888	1,422,788	(1,524,421)	-	1,333,255

We are currently holding a total of £242,323 as Designated Reserves of which £152,000 are being held for I&A and ILC services to ensure service continuity over the next year as services come to an end and new contracts are commissioned. The remaining amounts are being held to fund new roles over the next year to further develop the charity.

Group	Balance at 1 April 2023	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2024
	£	£	£	£	£
Unrestricted fund	1,176,245	1,526,923	(1,433,957)	(142,311)	1,126,900
Designated					
Hillsborough Project	45,153	-	(7,165)	-	37,988
Support I&A and ILC Services	97,000	-	-	-	97,000
Westfield Donation	-	40,000	-	-	40,000
Senior Manager succession planning	-	-	-	60,000	60,000
Student Placement Co-ordinator	-	-	-	33,000	33,000
Hillsborough Community Development Co-ordinator	-	-	-	25,000	25,000
ILC Service Evaluation	-	-	-	15,000	15,000
	142,153	40,000	(7,165)	133,000	307,988
Total unrestricted funds	1,318,398	1,566,923	(1,441,122)	(9,311)	1,434,888

18. Analysis of net assets between funds

Group			
2025	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible fixed assets	392,713	-	392,713
Current assets	1,094,339	125,424	1,219,763
Current liabilities	(153,797)	-	(153,797)
Total net assets	1,333,255	125,424	1,458,679
2024	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible fixed assets	434,856	-	434,856
Current assets	1,259,447	185,800	1,445,147
Current liabilities	(259,415)	-	(259,415)
Total net assets	1,434,888	185,800	1,620,688

19. Analysis of net funds

Group	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	1,172,321	(219,001)	953,320
Net debt	1,172,321	(219,001)	953,320

20. Financial commitments

	Group 2025	Group 2024	Charity 2025	Charity 2024
	£	£	£	£
Other				
Within one year	69,483	67,404	15,233	15,233
Between one and five years	81,775	112,429	18,786	33,815
After five years	1,500,000	1,500,000	-	-
	1,651,258	1,679,833	34,019	49,048

Included in the operating leases due later than 5 years is a lease entered into on 1 March 2021 in relation to the Coach House. The lease is for a term of 125 years, of which the first 25 years are rent free, followed by 100 years at £15,000 per annum. The Group has invested funds in renovating this property and this will be used in furtherance of its activities. A sub-lease was signed in March 2022 which rents part of this property to a third party for an annual base rent plus turnover rents.

21. Pension commitments

Defined contribution pension scheme

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted to £41,920 (2024 - £35,118).

22. Related party transactions

Transactions with trustees are disclosed in note 10.

The financial results of Age UK Sheffield Enterprises Limited as disclosed in note 12 of these financial statements.

The Group has entered into a partnership with CASEwork Services CIC Ltd to provide administrative services to the Group. The Group supported the establishment of the company through a provisional loan of £15,000. The amount of this loan outstanding at the year end is £7,500 (2024: £7,500). Interest of £539 (2024: £879) was received during the year and the balance will be repaid over a 10 year period as the company grows.

During the year CASEwork Services CIC Ltd charged the Group amounts totalling £38,660 (2024: £40,168) for the provision of financial services. The amounts still outstanding at the year end total £Nil (2024: £Nil).

There were no other related party transactions outside of the Group during the current or prior year, nor are there any outstanding balances owing between other related parties outside of the Group at either Balance Sheet date. Group transactions and balances have been eliminated on consolidation.

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e enquiries@ageuksheffield.org.uk

Age UK Sheffield, First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG

www.ageuk.org.uk/sheffield

Accounts

Company registration number: 05207254

Charity registration number: 1108413

Age UK Sheffield

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Age UK Sheffield
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Age UK Sheffield

Trustees' Report

Reference and Administrative Details

The trustees (who are also directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS102) in preparing the annual report and financial statements of the charity.

Charity registration number: 1108413

Company Registration Number: 05207254

Chair: D Campbell

Directors and Trustees: C Bamber (appointed 8 December 2023)
D Campbell
M Dean (appointed 8 February 2024)
C B Dooney
T P Furness
A D C Iliff (appointed 8 December 2023)
J King (resigned 1 March 2024)
S Naylor (resigned 17 November 2023)
M J Perkins
J Rose (appointed 8 December 2023)
N Sampson
S Tindall (resigned 8 December 2023)
L Whitworth

President: N Hutton MBE

Vice-Presidents: G Moore MBE
R Wilson

Registered Office: 1st Floor
South Yorkshire Fire & Rescue
197 Eyre Street
Sheffield
S1 3FG

Chief Executive Officer: T Barker (appointed 1 April 2023)

Auditor: Hawsons Chartered Accountants
Statutory Auditors
Pegasus House
463a Glossop Road
Sheffield
South Yorkshire
S10 2QD

Age UK Sheffield

Trustees' Report (continued)

Bankers:

Barclays Bank plc
10-12 Pinstone Street
Sheffield
S1 2HN

Solicitors:

Knights Plc
1 St Paul's Place
Sheffield City Centre
Sheffield
S1 2NB

Age UK Sheffield

Trustees' Report (continued)

The Trustees present their annual report together with the audited financial statements of the Age UK Sheffield for the year 01 April 2023 to 31 March 2024. The Annual Report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

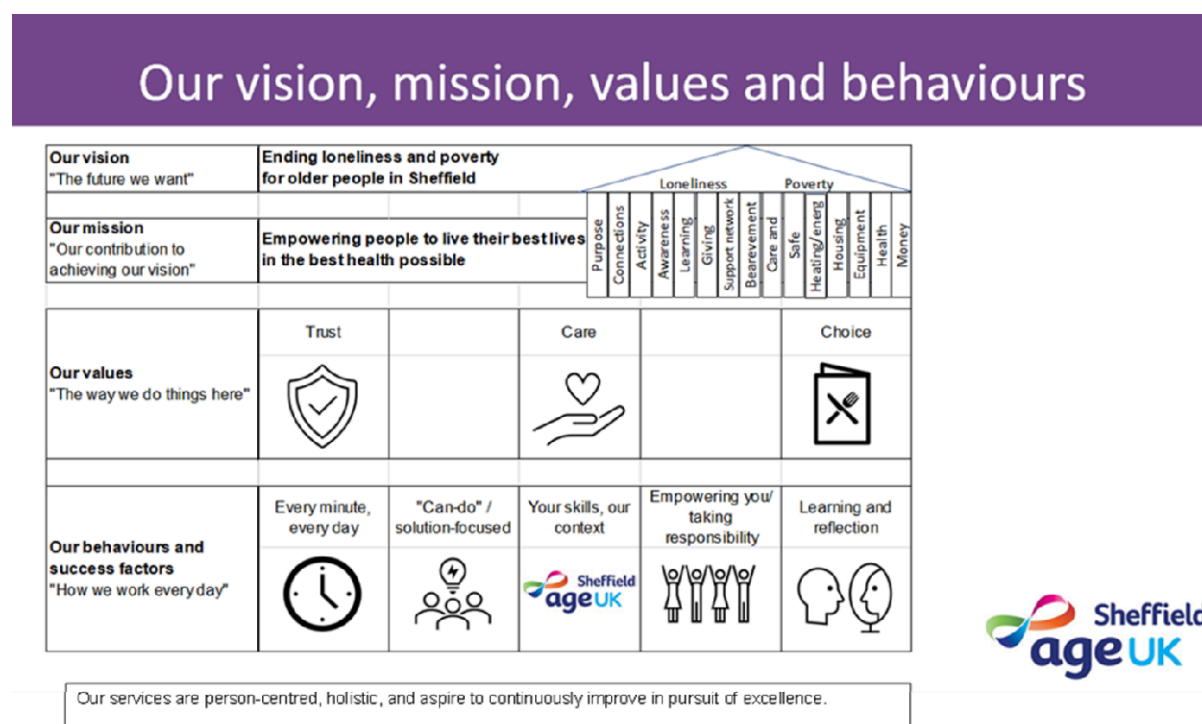
Since the group and the Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

Objectives and activities

Age UK Sheffield's articles of association list the charity's objects as "to promote...the benefit of the public and/or older people" within Sheffield and the surrounding area. By "older people" we mean that we primarily support people aged 50 and over, with two-thirds of our beneficiaries being aged 70 or over.

Our vision is: "For a city in which no older person lives in poverty or loneliness."

Our mission in pursuing that vision is helping older people to: "Live better lives in the best health possible."



The main activities we are involved in to further our charitable objects are in providing:

- Free and impartial information and advice services, which are independently accredited. Increasing benefit income is the greatest customer need in this service and takes hundreds of people out of poverty every year.

Age UK Sheffield

Trustees' Report (continued)

- Independent living co-ordination services, helping people to live well at home and reduce demand on the local health and social care system. This holistic support addresses poverty through benefits checks, and loneliness through onward referrals, as part of a wider package of support.
- Dedicated dementia services, supporting older people and organisations.
- A vibrant and creative programme of local activities, particularly in the Hillsborough and South-West Sheffield areas.
- Volunteer befriending support to reduce ongoing loneliness.
- A home support service meeting individual added support needs.
- Supporting voice and representation initiatives for older people.

Public benefit statement

As charity Trustees, we confirm we have regard to the Charity Commission's public benefit guidance, which we fulfil through the activities we deliver in pursuit of our objectives. We aim to provide benefits and minimise harm to older people in Sheffield, and our services and activities are open and accessible to all.

Charity aims

We aim to deliver our objectives and activities through a holistic, person-centred approach, supporting older people to achieve their needs and wants, and empowering them to maintain their independence. We may do this by enabling people to increase their financial, physical and mental health and wellbeing, through, for example, increasing benefits claimed, supporting claims for aids and adaptations to the home, and connecting people to local services and resources.

This has benefits for the individual older people we support; their family carers; and the wider community by reducing demand on statutory services.

How our activities further our legal purposes

All our activities seek to further our charitable aims, whether directly providing services to older people, providing professional support and advice to organisations which work with older people, campaigning and lobbying for policies which promote ageing well, or engaging in income generation activities to increase our resources to deliver charitable services.

Strategies to achieve our aims and objectives

We are delivering on our 2022-25 strategy, which focused on the following priorities:

- Ending poverty.
- Ending loneliness.
- Supporting initiatives to increase the voice and representation of older people in developing local public policy.
- Continuing to increase our retail, trading, and fundraising income, and diversifying our funding sources, to expand the availability of funding to support charitable activities.

Trustees are currently carrying out preparation work to develop an exciting new strategy to implement from 2025 onwards.

Age UK Sheffield

Trustees' Report (continued)

Criteria for measuring success

By focusing our attention on delivering personalised services, the specific success measures for each person we support are dependent on their individual needs.

At a wider charity level, there are many ways in which we measure the success of our work, including:

- Number of people supported;
- Number of needs they have identified which we supported them to achieve;
- Increased benefit income;
- Improvements measured through the Outcomes Star for independent living.

Our continuous improvement procedure monitors customer satisfaction with our services, and our Trustees receive quarterly customer compliments and complaints reports. As a learning organisation, we treat all complaints as an opportunity to improve.

We provide quarterly output and outcome reports to project funders and contract commissioners, detailing how we have delivered our services against any grant conditions or performance monitoring requirements.

We take huge pride in delivering service quality of the highest standards and hold numerous external and independent assessments of our quality standards:

- Age UK Charity Quality Standard
- Age UK Information and Advice Quality Standard
- The Advice Services Association's Quality Standard
- ISO9001
- CHAS (Contractors' Health and Safety Standard)

Social investment policies

We do not make any social investments.

Grant-making policies

Through our involvement in the Sheffield City Council People Keeping Well in the Community programme, we lead the partnership for the South-West Sheffield area. The grant funding we receive from the Council for this initiative requires us to make small, community grants, usually of up to £500, to fund community-level health and wellbeing activities. Applicant organisations in the designated area apply to us to receive a community grant to fund capital items or ongoing activities, such as table tennis, litter-picking, and creative writing. The South-West Sheffield People Keeping Well partnership makes decisions about which applications they wish to support, and we administer the grant-making process.

We also administer small grants to individuals on behalf of the Sir George Franklin's Pensions Charity. Their charitable objects are to support people aged 50 and over who are living in poverty. We nominate people who we are aware are in need of short-term support and their Trustees decide which grants to make. The grants are paid to Age UK Sheffield, who administer the grants on their behalf.

Volunteer involvement

We have over 200 registered volunteers supporting a wide range of charity activities, including our Dementia Wellbeing Centres and cafes, our "In Touch" befriending programme, helping older people to get online and use the internet safely, and our retail shops. We could not deliver such a wide range of charitable activities without our volunteers and we are extremely grateful to them all.

Age UK Sheffield

Trustees' Report (continued)

Charity achievements and performance

During 2023/24, we took on 3,781 new cases for people who required our support. We supported those people to increase their income by over £2.4 million in the first year, by claiming the additional benefits they were entitled to. This figure is believed to be a significant under-estimate because many people we supported to make benefits claims were either still waiting for their decision, or had not reported the outcome to us, at the time of writing this report.

In addition, thousands more people attended a wide range of activities at our new Gathering Ground site in Hillsborough Park and People Keeping Well activities in South-West Sheffield. We also handled thousands more information enquiries through phone calls and e-mails to our Sheffield city centre office.

2023-24 Impact Report

Positive outcomes for older people and the wider health and social care community

Age UK Sheffield supported thousands of older people in the city to live independent and fulfilled lives in 2023/24. Whether it was the thousands who participated in an activity or visited our café in Hillsborough Park, the hundreds who attended a dementia café or engaged in our South-West Sheffield initiatives, or the dozens who called our information hotline every week, we were there every step of the way for people who needed us.

In addition, we provided holistic, person-centred, and in-depth support to 3,781 older people who needed advice from our professional team to help them stay independent at home, avoiding unplanned or unnecessary visits to their GP or hospital, and minimising their social care needs.



Evidence of reducing demand on the NHS

For years, we have been delivering projects which improved the independence and wellbeing of older people, and which we were sure were reducing demand on the NHS - but it was difficult to evaluate this impact on the local health and social care system. We believed we were helping older people to avoid unnecessary GP appointments, hospital admissions, and re-admissions, but we struggled to find the evidence to prove it.

However, two projects we have been delivering over the past year are helping us to make this case.

Age UK Sheffield

Trustees' Report (continued)

Transforming care for people living with dementia

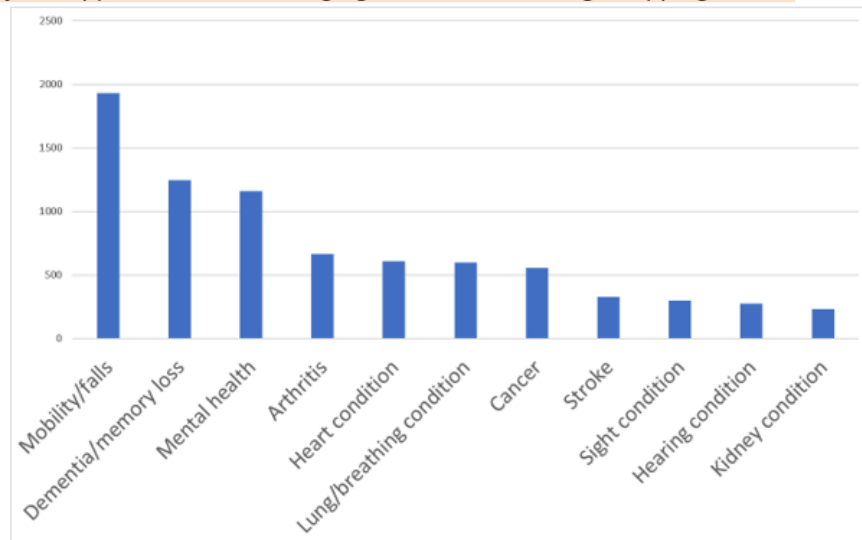
We partnered with the GPA1 neighbourhood of GP practices in the Manor area of Sheffield, and our partners at Manor and Castle Development Trust (MCDT) to better understand and respond to the needs of people with dementia and their carers, and to be reduce avoidable NHS activity. The project was funded by Sheffield Hospitals Charity and administered by South Yorkshire Community Foundation.

An independent evaluation has found:

- The average number of GP appointments reduced from **8.4** in the 12 months before involvement in the project to an average of **2.4** appointments in the following year.
- The average number of hospital admissions reduced from **2.8** in the 12 months before involvement in the project to an average of **0.5** admissions in the following year.

Case study – Anthony, aged 72, had suspected dementia. He was referred to us urgently by his GP as he needed support with food shopping, personal care, financial management, and the prevention of harassment and financial abuse. **He had run out of food and his debit card had been stolen.** We found Anthony also had numerous unpaid bills and rent arrears. He told us he was being harassed by local drug addicts and his mental health was struggling. We arranged for a local food bank to make regular deliveries to him; for MCDT to review his debts and get some to be written off; and we made urgent referrals to the Police and the safeguarding team. Over the following weeks and months, Anthony got a new debit card, daily care visits, and was able to move to a new flat after an urgent rehousing referral. We supported Anthony to register with a new GP, helped him to apply for benefit income, and worked with his family to support him with managing his finances, doing shopping, and visiting him weekly.

**Good to know – we target our limited resources at the people who most need our support, so almost all our beneficiaries have multiple long-term health conditions, including mobility issues/risk of risks, dementia or memory loss, mental health issues, and cancer.*



Age UK Sheffield

Trustees' Report (continued)

Hospital activities

Through funding from the local NHS, we've started delivering a regular activity programme on hospital wards in which older people are experiencing long stays, to help keep them physically and mentally engaged before they can be discharged. Through this work we are helping to prevent physical deconditioning in hospital. Patients are reporting increased confidence in being discharged and returning home.



Case study – we met Geoff after he had been **admitted to hospital for the fifth time in four months**. Hospital staff knew he had possible memory loss, chest pain, needed a knee replacement, and was refusing GP support. What wasn't known, but we discovered, were the conditions in which he was living at home. These included no lock on his back door, no heating or boiler, no means of cooking, no clothes washing facilities, hoarding, rent arrears and rats. We provided immediate support to enable him to be discharged, by getting his rent account sorted, an emergency food pack, oil-filled radiators, cleaned and decluttered his house. We made referrals to relevant authorities, with the aim of ensuring he would not need to be admitted to hospital again.



Age UK Sheffield

Trustees' Report (continued)

Hospital discharge support

Our NHS-funded hospital discharge service not only helps to get older people home from hospital, it aims to keep them at home too.

Case study - Elliot and his wife Frances, both aged 88, felt they were **at risk of losing their home** when he came home from hospital after an operation. They could not afford day-to-day household costs, or the upkeep of their farmhouse home, and were starting to struggle with personal care as their health declined. We assessed their situation and helped them to apply for Attendance Allowance, Pension Credit, Council Tax reduction and a free TV licence. These were all successful, increasing their income by £11,886 per annum (£228.50 per week) plus £1,600 in back pay. They now have the income they need to live self-sufficiently and pay for the support they need, without needing to think of losing their home.

**Good to know – so far we have had confirmation that we helped older people to increase their benefit income by £2.46m per year in 2023/24. We estimate that the total outcome of our benefits advice work in 2023/24 will be £18 million additional income into older people's pockets.*

Age UK Sheffield

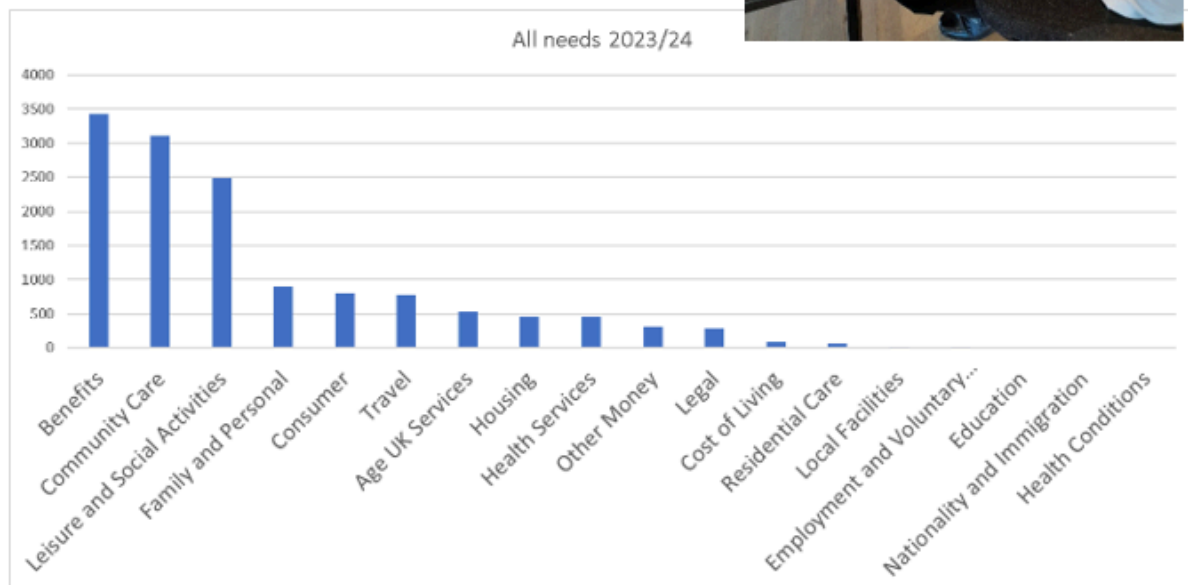
Trustees' Report (continued)

Bereavement and befriending support

Through funding from our national partners at Age UK, we delivered a project to support people who had recently been bereaved. This aligns perfectly with the volunteer befriending service, In Touch, which we support by accessing small grants and fundraising donations.

Case study – Catherine's husband had recently passed away and she felt lonely and low. Aged 83, she told us: "**The house feels too big and the days feel too long.**" She had suffered from falls at home but did not have the energy to complete the Attendance Allowance form, which was close to deadline. We supported Catherine to complete this form, resulting in a higher rate award of £108.55 per week. We also linked her up to a local lunch club and our volunteer In Touch befriending service. Her volunteer visits most weeks to talk about their shared love of music, and take Catherine to the shops. She told us: "I am over the moon. My doctor had told me you are awfully good at what you do. He was right. I'm ever so glad you came to see me."

**Good to know – we provided information and advice about a wide range of older people's issues, including benefits advice, community care to help people stay independent at home, and leisure and social activities to prevent or address loneliness and social isolation.*



Age UK Sheffield

Trustees' Report (continued)

GP referrals

Some groups of GP surgeries in Sheffield provide us with funding to receive patient referrals, where older people have independent living needs as well as medical ones.

Case study – through this partnership with a local GP surgery, 80-year-old Michael was referred to us. He was living with arthritis, atrial fibrillation, back pain and depression, we were informed he was living in a cold home and needed benefits advice. We visited Michael at his house, which his friend referred to as “**the fridge**”. Michael's boiler was broken and he could not afford to get it repaired or replaced. We supported Michael with a full benefits check, with our successful claims increasing his income by £138.66 per week (£7,210 per year). We also completed a home energy check and referred him to the Local Energy Advice Partnership. They helped to repair his boiler, so he could use the central heating. He also had draught excluders fitted. Michael said: “My mental health is a lot better and I'm now not worried about bills. It's taken a lot of pressure off me. I can't believe what you've done.”

**Good to know – in 2023/24 we received 1,402 referrals from other agencies, including 853 from GPs and 112 from other health providers.*

Specific health conditions

We work in partnership with Weston Park Cancer Charity and Sheffield Area Kidney Association to provide dedicated support to older people with specific health conditions. We also delivered a project to support people who had experienced a stroke.

Case study – Brad, aged 76, was largely housebound and lonely after suffering a stroke. We discovered he loved painting but did not have the confidence needed to get out and about. We helped to register Brad with Sheffield Community Transport and connect him to Heeley Art Club. He is now a member of the art club, which he attends using community transport. His passion for painting has been rekindled, and his confidence and independence have consequently increased.

**Good to know – in 2023/24 our local community connections saw us make 11,541 referrals to over 1,200 activities, services, and resources like Sheffield Community Transport and Heeley Art Club.*

Mental health transformation

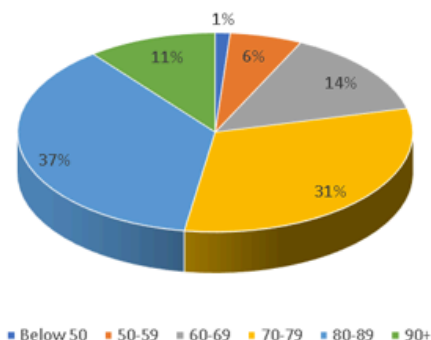
Through support from the local NHS, we were able to deliver a service targeted at older people with mental health issues.

Case study – Jason, aged 52, has a learning disability. He lived alone, in a Council tenancy, with anxiety, COPD and depression. He had suffered long-term anti-social behaviour and harassment from his neighbours and had a history of substance misuse, self-harm and suicidal thoughts. He had no family and a low income.

We raised urgent issues with Sheffield City Council about the abuse he was enduring, making a medical priority rehousing application and safeguarding alert. We also supported him to apply for relevant benefits he was entitled to. Happily, Jason was quickly rehoused and supported to move. His benefit income increased by £114 per week (£5,930 per annum) plus £7,082 in arrears. He was able to come off his methadone prescription as his mental health improved.

**Good to know – we support older people aged 50 and over who need us, but our work is targeted at the people most in need. In 2023/24, 80% of our beneficiaries were aged 70 or over.*

2023/24 customer age (excluding not stated)



Age UK Sheffield

Trustees' Report (continued)

Dementia advice

We are commissioned by Sheffield City Council to deliver the city's specialist dementia advice service. Through this contract, we can provide advice and training to anyone or any workplace in the city on dementia-related issues.

Case study – Liz was living with her husband and two children with her father-in-law, Jim, and his partner, Joan. Jim had recently been diagnosed with dementia and was becoming withdrawn and occasionally aggressive to Joan. They felt forgotten by the authorities, as they live on the Sheffield/Rotherham border. Through our support Jim was connected to our dementia Wellbeing Centres, and the family attended one of our Rosemary dementia cafes. Joan received carer's support from Sheffield Carers Centre, and we have supported the family to make other social trips to appropriate venues, as they all come to terms with Jim's condition.



*Good to know – our dementia advice team were recognised at the Sheffield Dignity Awards for their empathy, compassion, and solution-focused approach to helping people living with dementia.

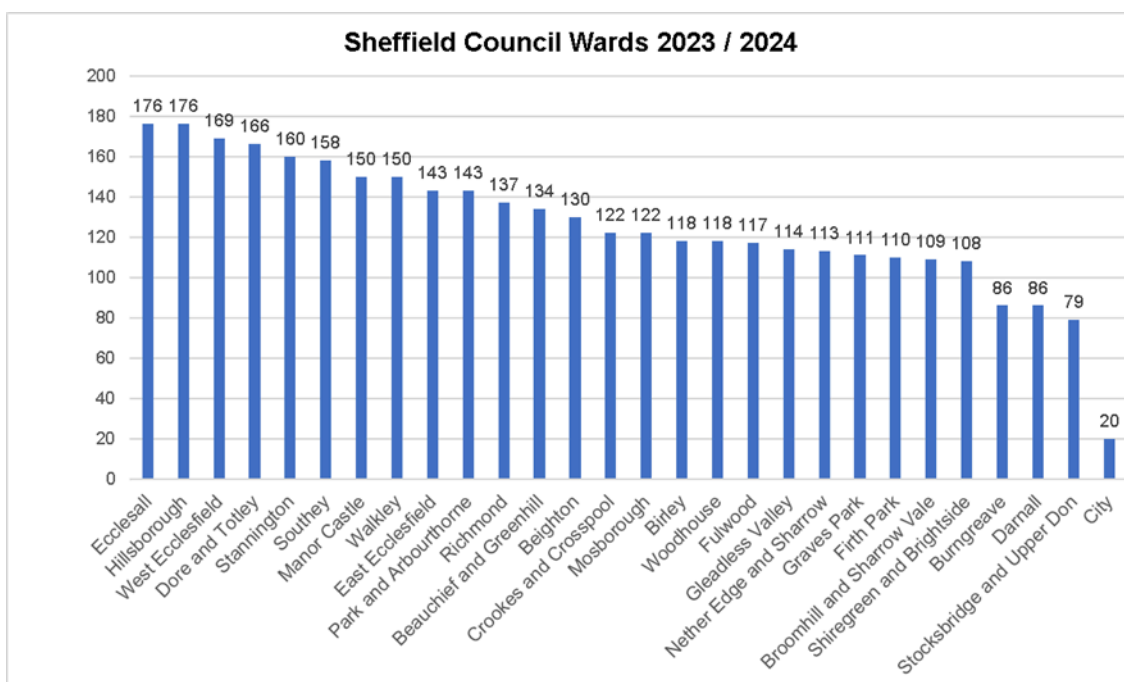
Dementia cafes

Our Rosemary Cafes are supported by Sheffield City Council, through their People Keeping Well programme. Rosemary cafes provide stimulating social connections in four venues around South-West Sheffield.

Case study – Pete was diagnosed with Alzheimer's just before the Covid lockdowns. He and Helen are in their 70s and still physically fit and active and, although they were looking for a group to attend, they were worried a dementia café would feel like visiting a care home. The first Rosemary Café they attended was when line dancing had been scheduled. Pete met a friend and they did the gardening quiz together. Helen got chatting to another carer, to whom she could open up about her feelings of isolation. Helen told us: "We weren't sure what to expect but **the only thing I regret is not coming here sooner.**"

*Good to know – Age UK Sheffield helps people from all over the city across our vast range of services and activities. The table below only illustrates the numbers to whom we provided recorded casework.

Trustees' Report (continued)



Well With Nature

The People Keeping Well programme also enables us to deliver local activities to keep people active in their community. We set up Well With Nature sessions to help increase mental wellbeing by exploring nature, plants and flowers.

Case study – Enid was 93, and a real character, when she joined our group and became loved by everyone. She lived alone and coming to Well With Nature was the only time she left the house. She attended for nine months, getting there using community transport, before becoming too ill to attend. Group members sent her cards and flowers, with one friend who became particularly close texting Enid daily and sending her a teddy bear with a heart on it. When Enid's son told us the sad news that Enid had passed away, he said **she died hugging the teddy she had been given.**

**Good to know – over 9% of our beneficiaries identified with an ethnicity other than “White British”. The graphic below illustrates some of the ethnic backgrounds of the people we supported in 2023/24.*

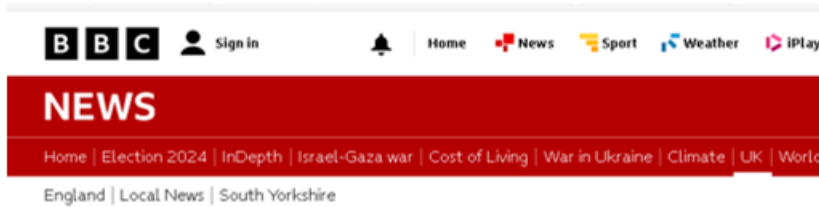


Age UK Sheffield

Trustees' Report (continued)

Innovation

partnership with Sheffield Hallam University and Pixelmill Digital, testing the potential for virtual reality headsets to reduce loneliness in older people, hit the national headlines.



Planet Wellbeing: Elderly entering virtual 'world' to end loneliness

© 21 July 2023



SHEFFIELD HALLAM UNIVERSITY

Elderly volunteers are playing games using virtual reality headsets as part of the trial

Elderly volunteers are entering "virtual worlds" as part of a trial aimed at reducing loneliness.

Academics at Sheffield Hallam University have teamed up with Age UK Sheffield to pilot 'Planet Wellbeing'.

Users are donning virtual reality headsets for activities such as dancing and card games.

Teresa Barker, chief executive of Age UK Sheffield, said there was potential to "revolutionise" approaches to mental health and wellbeing for older people.

GETTY IMAGES

Age UK say 1.4m older people in the UK are often lonely

Dr Ben Heller, associate professor at the university's Advanced Wellbeing Research Centre, said the 18-month trial built on more than a decade of research, which "has demonstrated how older people can be motivated to exercise more through fun, social activities in virtual worlds".

He added: "It ties in very well with the centre's goal to improve health and



Stephen Crane, 77, tries painting using the equipment (© Image: Paul David Drabble)

Menu icon

Mirror

NEWS ELECTION 2024 EUROS CELEBS TV

Stephen Crane shares his thoughts on VR

SHARE

NEWS ELECTION 2024 EUROS CELEBS TV SHOPPING ROYALS

EXCLUSIVE: 'Brilliant' VR technology to tackle loneliness among older people being developed

The joint project with Sheffield Hallam University, Age UK Sheffield and technology provider Pixelmill Digital aims to improve quality of life for over-60s

By **Emmeline Saunders**, Features Writer

17:12, 6 Aug 2023 | UPDATED 15:23, 7 AUG 2023

Listen to this article

Virtual reality technology developed in the UK will help tackle loneliness in older people by letting them interact safely online.

They could get involved via games, music and avatars as part of the Planet Wellbeing project, which aims to improve quality of life for over-60s. Over half of this age group are at risk of social isolation, which can have a drastic impact on their physical and mental wellbeing.

Age UK Sheffield

Trustees' Report (continued)

Financial review

Our financial outturn for 2024 has a bottom line showing a surplus of £265,913 (2023: £236,157).

Whilst this is an excellent financial performance, it should be recognised that £160,000 of grants and contracts were treated as income in 2023/24 but entirely designated for spending in 2024/25.

In addition, we were fortunate to receive over £120,000 in legacy income, for which we are extremely grateful.

Principal funding sources

Our main sources of income are contracts and grants to support our Independent Living Co-ordination work with vulnerable older people. Demand on the ILC service continues to increase due to issues ranging from poverty to issues in receiving health and social care services.

We also receive significant income from our dementia services, our paid-for "At Home" service, our retail shops, and our new facilities in Hillsborough Park.

A complete list of our grant funders can be seen on page 20 of the report.

Expenditure overview

The vast majority of our spending continues to be on staff to deliver services to older people. Our employee costs are around two-thirds of our total expenditure.

We work hard to keep our overheads as low as possible, to maximise the impact we can have directly on service delivery.

Cash position

As at 31 March 2024 the Charity had a cash balance of £1,172,321 on a consolidated basis (2023: £811,875).

Fixed assets

Our main tangible fixed assets relate to our properties in Hillsborough Park, which opened in 2022 and are being depreciated over a 25-year period.

Restricted/designated funds

We have a small amount of restricted funding carried forward, which represents the balance of projects we are delivering. These are described in full in note 16. Trustees have also designated some funding to support the delivery of our ILC and Information and Advice services. It is planned that these will be spent within two years.

Significant events

There were no significant events that materially affected our financial position.

Investment policy

We do not hold any significant investments outside of our group of companies.

During 2021/22, in partnership with four other local Age UK Brand Partners, we established a new social enterprise company, CASEwork Services CIC Ltd to provide back office services to our five charities, and to others. We supported the establishment of this company through the provision of a £15,000 loan. Half of this amount (£7,500) was repaid to us in 2023/24.

Age UK Sheffield

Trustees' Report (continued)

Risk management

Our risk assessment and risk register are reviewed and updated on a quarterly basis and scrutinised by our HR and Governance Group. This review includes a written update on the current position of each risk and a review of the likelihood and impact scores, and any further control measures required. New risks are added and existing risks closed, to ensure the risk assessment remains a live document which informs our strategy development and work programme. The full Board reviews the risk assessment once per year, or individual risks may be escalated to the Board periodically by the HR & Governance Group.

In September 2024, the highest scoring risks on our risk register were as follows:

- Funding for Independent Living Co-ordinators - this is a continual cycle of applying for grant and contract income, usually for a period of 1-2 years for each fund. Over the past 18 months, funding has become more difficult due to pressures on GP Neighbourhood budgets. The Board made the decision to support some posts from reserves in 2023-24. Decisions will need to be made about how many posts can be supported from April 2025 onwards; and how much additional grant and contract funding can be achieved. The Government's commitment to move health funding out of hospital and into the community, to prioritise prevention over cure, is encouraging. However, this will take time to achieve.
- Income from the Hillsborough site - this is lower than was anticipated at the time the site opened.

Reserves policy

Age UK Sheffield has a risk-based reserves policy which analyses a wide range of capital, buildings-related, service delivery and staffing risks, and their likelihood of being realised. Trustees review this annually and then set a target range for free reserves. This range was reviewed in November 2024 and, based on this assessment, the Trustees set their target range for free reserves at between £550,000 and £650,000.

At 31 March 2024, Age UK Sheffield's free reserves (unrestricted funds excluding designated reserves less fixed assets) were £692,044, compared to £783,083 in the previous year.

At 31 March 2024, Age UK Sheffield held designated reserves of £307,988 (2023: £142,153). The Board designated £137,000 of reserves for the purpose of delivering the charity's Information and Advice service in 2024/25 and supporting older people's services during potential gaps between the end of some grant and contract income and the start of new grant and contract income. Further sums have been designated to investing in additional staff posts to aid succession planning or support the development of future income streams. It anticipates that these designated reserves will be spent by March 2026.

The Board is also planning to develop a new strategy to be implemented from 2025-28 which may call for some investment from free reserves. Therefore, the free reserves are likely to fall back within the target range during this period.

Factors likely to affect future performance

The availability of sufficient grant and contract funding to meet our service delivery needs is constantly being monitored. At this stage we do not have any significant concerns in this respect.

Age UK Sheffield

Trustees' Report (continued)

Our trading subsidiary

In 2019, the charity invested in our trading subsidiary to fund the capital start-up costs of our retail operation. It was intended that this £60,000 initial investment would be repaid over time through the retail gift aid scheme. The full investment had been realised within three years. The following retail gift aid payments have been made to date:

2019/20 - £3,766
2020/21 - £9,220
2021/22 - £63,447
2022/23 - £91,790
2023/24 - £94,197

In 2021/22, the charity made a short-term loan of £120,000 to the trading subsidiary to support the completion of the Coach House Lottery project in Hillsborough Park. This was because the trading subsidiary delivered the redevelopment of the Coach House but some of the capital grants to support the project had been paid to the charity. This loan will be repaid through rental income from the café operator in the coming years.

Going concern

The Trustees have considered the charity's ability to fulfil its financial obligations as they fall due over the coming 12-month period. In undertaking these considerations, Trustees have assessed a wide range of factors, including:

- The current availability of unrestricted and undesignated reserves;
- A cashflow forecast;
- Future planned income sources, the diversity of these sources, and the risks attached to each income source;
- Planned expenditure against this income;
- The risk assessment used to inform our updated reserves policy, including unforeseen spending commitments such as building maintenance and dilapidations, the financial impact of a further pandemic, cost of living increases, and our ongoing discussions with the administrators of the Age UK defined benefit pension scheme.

Having given due consideration to all these issues, Trustees have made a positive going concern assessment of our ability to continue trading throughout at least the next 12 months.

Further details regarding the adoption of the going concern basis can be found in the Accounting Policies section of the financial statements.

Plans for future periods

The Board is beginning the process of developing a new Strategy to adopt from 2025 onwards, which will form the framework for decision-making around future priorities and business plans. It is believed that the priorities which were highlighted in the 2022-25 Strategy still remain, and it is likely that the next Strategy will seek to continually improve the charity's ability to deliver on those priorities.

Age UK Sheffield

Trustees' Report (continued)

Charity structure, governance and management

Age UK Sheffield is a charity and registered company limited by guarantee, which is governed by a board of Trustees. Having formerly been an unincorporated charity since its registration in January 1981, the Charity transferred its assets to a 'new' charity, number 1108413 on 31 March 2005.

In 2022/23, the full Board met in full six times and held a strategic planning day. Our Finance and HR & Governance Groups have a scrutiny function and some delegated authority, and met quarterly in advance of full Board meetings.

Age UK Sheffield Enterprises Limited is a company wholly owned by Age UK Sheffield which is governed by a Board of Non-Executive Directors comprising up to three charity Trustees and up to two independent Directors, one of whom, Nick Ethelstone, chairs the Board. This trading arm engages in trading activity and makes donations to the Charity through the retail and corporate Gift Aid processes.

Since the Charity and the Group qualifies as small under section 383 of the Companies Act 2006, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 is not required.

How we make decisions

A Scheme of Delegation is appended to the Charity's Code of Governance, which describes the decisions which are reserved for the full Board, decisions that are delegated to sub-groups, and those which are delegated to the Chief Executive and Senior Management Team.

The Finance and HR & Governance Groups typically meet one or two weeks before full Board meetings to undertake a scrutiny function on behalf of the Board. They may make recommendations to the Board or specify issues which require full Board discussion.

The Scheme of Delegation was reviewed in July 2023.

Trustee recruitment, induction and training

The Board actively manages its composition to provide both stability and fresh ideas and thinking. Trustees are recruited for a three-year term and may serve up to three terms. In recent years it has been common practice for one or two Trustees to resign from the Board and one or two new Trustees to join the Board. In 2023/24, Stephen Naylor, Sarah Tindall and Jason King resigned from the Board whilst Joanne Rose, Colin Bamber, Alison Deborah Caroline Iliff and Martin Dean joined as new Trustees.

Trustees are always recruited through an open process using a role description and person specification. Typically, Trustee vacancies are advertised in the summer every year, with a recruitment and selection process taking place in September and October. New Trustees are proposed to the November Board meeting, which they attend as observers, before appointments are made at the December Annual General Meeting.

Trustees receive a handbook which includes the Articles of Association, Code of Governance, and key policies and procedures including the Declaration of Interests policy. Trustees complete an induction which includes meetings with senior managers and shadowing of key frontline services.

Senior management remuneration

The remuneration of all staff, including senior managers, is considered annually by the full Board. Proposals are considered at the September Board meeting and the pay award takes effect from 1st October. The senior manager during the year 2023/24 was the Chief Executive.

Age UK Sheffield

Trustees' Report (continued)

The Age UK network

Age UK Sheffield is a local, independent charity. Our charitable objects are focused around provides services to older people in Sheffield and our Trustees are from Sheffield and the surrounding area. We are part of the federated Age UK network of charities, through which we have a Brand Partner Agreement with the national charity, Age UK. This gives all Brand Partners, including Age UK Sheffield, rights and obligations to work together for the benefit of older people in our shared network.

Part of our commitment to being an Age UK Brand Partner is to uphold excellent quality standards in the running of our charity and our service delivery to older people. We meet the Age UK Charity Quality Standard, which measures our effectiveness in a range of categories, including governance, finance, safeguarding, and health and safety. During the financial year from 2023/24, we had a reinspection and our certification was renewed.

We also hold the Age UK Information and Advice Quality Standard, which provides evidence of independence, impartiality, and service quality in the provision of information and advice services. Our most recent inspection came during a 2021/22 Covid-19 lockdown. The covering e-mail which accompanied the report said: "I am pleased to say you have fully demonstrated that you have met all the benchmarks, and successfully completed the Age UK I&A Quality Programme. It is clear from the report there are many strengths identified in your service, and that the service is very well organised and managed. The team show commitment and dedication to their customers, colleagues and to Age UK Sheffield. The mystery shopping showed that a very high level of customer service was reported and the Quality of Advice Assessment showed advice of a consistently high standard was being delivered. This is a fantastic achievement at any time, but you are to be commended for going through your assessment whilst adapting the service to respond so well to the pandemic. The assessor was particularly impressed by the organisation's commitment to a customer centred approach, which was impressive and authentic, with the customer firmly at the centre."

Related parties

Up to three Trustees sit on the Board of our wholly-owned trading subsidiary, Age UK Sheffield Enterprises. The current Trustees on that Board are David Campbell and Tim Furness. Both make relevant declarations of interest at respective Board meetings.

Age UK Sheffield was a founding member of CASEwork Services CIC Ltd, which was established in September 2021. The joint venture company was established in partnership with four other local Age UK Brand Partners, to provide finance and other back office services to the owning charities as part of a cost-sharing group, and commercially to other charities and social enterprises.

We work with a wide range of other charities in the pursuit of our charitable objectives. We are members of the Age England Association and attend regional meetings with other Age UK Brand Partners. We also regularly work with other charities in Sheffield.

Trustees' indemnities

The Trustees, as directors of the charitable company, have been granted a qualifying third party indemnity provision under section 234 of the Companies Act 2006. This does not provide cover in the event of a director being proved to have acted fraudulently or dishonestly.

Age UK Sheffield

Trustees' Report (continued)

List of financial supporters

We would like to thank everyone who supported the work of Age UK Sheffield during 2023/24, and give particular thanks for the financial support given by:

- Age UK
- Bighton Relief In Need Charity
- British Red Cross
- Hallamshire Golf Club
- Headley Trust
- HM Burdall Charity
- Marjorie Coote Old People's Charity Fund
- The National Lottery Heritage Fund
- NHS South Yorkshire Integrated Care Board
- GPA1, Hillsborough, Network North, Peak Edge, Porter Valley and City & University Primary Care Networks
- Sheffield Area Kidney Association
- Sheffield Church Burgesses Trust
- Sheffield City Council
- Sheffield Town Trust
- Sir George Franklin Charity
- Sky
- South Yorkshire Community Foundation
- South Yorkshire Housing Association
- The Energy Saving Trust
- Westfield Health Charitable Trust
- Weston Park Cancer Charity
- Individual donors, fundraisers, customers, members and people leaving legacies to Age UK Sheffield

Age UK Sheffield

Trustees' Report (continued)

Statement of trustees' responsibilities

The trustees (who are also the directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the parent charitable company and the group and of the incoming resources and application of resources, including its income and expenditure, of the charitable group for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the parent charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can disclose with reasonable accuracy at any time the financial position of the parent charitable company and the group and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the parent charitable company and the group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charitable company's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006 and the requirement to produce a strategic report.

The annual report was approved by the trustees of the charitable company on 14/11/2024 and signed on its behalf by:



.....
D Campbell
Chair

Age UK Sheffield

Independent Auditor's Report to the Members of Age UK Sheffield

Opinion

We have audited the financial statements of Age UK Sheffield (the 'charitable parent company') and its subsidiary (the 'group') for the year ended 31 March 2024, which comprise the Consolidated Statement of Financial Activities, Consolidated Balance Sheet, Balance Sheet, Consolidated Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group's and parent charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements or a material misstatement in the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Age UK Sheffield

Independent Auditor's Report to the Members of Age UK Sheffield (continued)

Opinion on other matter prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the and Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the and Trustees' Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and the parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the and the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- the information given in the trustees' report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Directors' Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the set out on page , the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor responsibilities for the audit of the financial statements

We have been appointed auditor under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Age UK Sheffield

Independent Auditor's Report to the Members of Age UK Sheffield (continued)

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The charitable company is subject to laws and regulations that directly and indirectly affect the financial statements. Based on our understanding of the charitable company and the environment it operates within, we determined that the laws and regulations which were most significant included FRS 102, Companies Act 2006, Health and Safety regulations and the Charities Act 2011. We considered the extent to which non-compliance with these laws and regulations might have a material effect on the financial statements, including how fraud might occur. We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the posting of inappropriate journal entries to improve the company's result for the period, and management bias in key accounting estimates.

Audit procedures performed by the engagement team included:

- Discussions with management and those responsible for legal compliance procedures within the charitable company to obtain an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company complies with that framework, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of Trustee meetings;
- Identifying and assessing the design effectiveness of controls that management has in place to prevent and detect fraud and non-compliance with laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates.
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations or posted by senior management.

There are inherent limitations in the audit procedures described above and the more removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor-s-responsibilities-for. This description forms part of our auditor's report.

Age UK Sheffield

Independent Auditor's Report to the Members of Age UK Sheffield (continued)

Use of our report

This report is made solely to the charitable parent company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the group's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable parent company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Hawsons

.....
Simon Bladen (Senior Statutory Auditor)

For and on behalf of Hawsons Chartered Accountants, Statutory Auditor

Pegasus House
463a Glossop Road
Sheffield
South Yorkshire
S10 2QD

Date: 06/12/2024
.....

Age UK Sheffield

Consolidated Statement of Financial Activities for the Year Ended 31 March 2024

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Incoming resources					
Grants, donations and legacies	2	476,496	694,270	1,170,766	807,410
Charitable activities	3	926,446	119,783	1,046,229	1,454,804
Investment income	4	10,282	-	10,282	2,126
Other income	5	153,699	-	153,699	166,518
Total Incoming resources		<u>1,566,923</u>	<u>814,053</u>	<u>2,380,976</u>	<u>2,430,858</u>
Resources expended					
Raising funds		4,129	-	4,129	-
Charitable activities	6	<u>1,436,993</u>	<u>673,941</u>	<u>2,110,934</u>	<u>2,194,701</u>
Total expenditure		<u>1,441,122</u>	<u>673,941</u>	<u>2,115,063</u>	<u>2,194,701</u>
Net incoming resources		125,801	140,112	265,913	236,157
Transfers between funds		<u>(9,311)</u>	<u>9,311</u>	<u>-</u>	<u>-</u>
Net movement in funds		116,490	149,423	265,913	236,157
Reconciliation of funds					
Total funds brought forward		<u>1,318,398</u>	<u>36,377</u>	<u>1,354,775</u>	<u>1,118,618</u>
Total funds carried forward		<u><u>1,434,888</u></u>	<u><u>185,800</u></u>	<u><u>1,620,688</u></u>	<u><u>1,354,775</u></u>

The notes on pages 29 to 45 form an integral part of these financial statements.

Age UK Sheffield

(Registration number: 05207254) Consolidated Balance Sheet as at 31 March 2024

		31 March 2024		31 March 2023	
	Note	Group £	Charity £	Group £	Charity £
Fixed assets					
Tangible assets	11	434,856	162,811	393,162	138,511
Investments	12	-	60,002	-	60,002
		<u>434,856</u>	<u>222,813</u>	<u>393,162</u>	<u>198,513</u>
Current assets					
Debtors	13	272,926	380,684	585,065	727,888
Cash at bank and in hand		<u>1,172,321</u>	<u>1,057,233</u>	<u>811,875</u>	<u>724,719</u>
		1,445,247	1,437,917	1,396,940	1,452,607
Creditors: Amounts falling due within one year	14	<u>(259,415)</u>	<u>(195,670)</u>	<u>(435,327)</u>	<u>(396,355)</u>
Net current assets		<u>1,185,832</u>	<u>1,242,247</u>	<u>961,613</u>	<u>1,056,252</u>
Net assets		<u>1,620,688</u>	<u>1,465,060</u>	<u>1,354,775</u>	<u>1,254,765</u>
Charity funds:					
Restricted Funds	16	185,800	246,020	36,377	96,597
Designated Funds	17	307,988	307,988	142,153	142,153
Unrestricted funds	17	<u>1,126,900</u>	<u>911,052</u>	<u>1,176,245</u>	<u>1,016,015</u>
Total charity funds		<u>1,620,688</u>	<u>1,465,060</u>	<u>1,354,775</u>	<u>1,254,765</u>

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements. The income and expenditure account for the year dealt within the accounts of the Charity was a surplus of £210,295 (2023: a surplus of £250,225).

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements on pages 26 to 45 were approved by the trustees, and authorised for issue on 14/11/2024.... and signed on their behalf by:



.....
D Campbell
Chairman

The notes on pages 29 to 45 form an integral part of these financial statements.

Age UK Sheffield

Consolidated Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net income		265,913	236,157
Adjustments to cash flows from non-cash items			
Depreciation		45,747	33,148
Investment income	4	(10,282)	(2,126)
Loss on disposal of tangible fixed assets		-	5,779
		<u>301,378</u>	<u>272,958</u>
Working capital adjustments			
Decrease/(increase) in debtors	13	312,139	(160,301)
Decrease in creditors	14	<u>(175,912)</u>	<u>(38,558)</u>
Net cash flows from operating activities		<u>437,605</u>	<u>74,099</u>
Cash flows from investing activities			
Interest receivable and similar income	4	10,282	2,126
Purchase of tangible fixed assets	11	<u>(87,441)</u>	<u>(33,236)</u>
Net cash flows from investing activities		<u>(77,159)</u>	<u>(31,110)</u>
Net increase in cash and cash equivalents		360,446	42,989
Cash and cash equivalents at 1 April		<u>811,875</u>	<u>768,886</u>
Cash and cash equivalents at 31 March		<u><u>1,172,321</u></u>	<u><u>811,875</u></u>

The notes on pages 29 to 45 form an integral part of these financial statements.

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Accounting policies

The following accounting policies have been used consistently in dealing with items which are considered material to the charitable company's affairs.

Statutory information

The Charity is a private company limited by guarantee, established by constitution on 13 January 1981 in England and Wales. The members of the Charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is 1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG and its registered number is 05207254. The nature of the Charity's operations and principal activities are included in the trustees' annual report.

Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. There has been no material departure from these standards.

The functional and presentational currency of the charity is GBP.

Going concern

At the date of signing these financial statements, the Trustees have reviewed the current financial position and future projections and believe this indicates that the group will be able to continue to operate for a period of at least 12 months beyond the signing date.

Basis of consolidation

The financial statements consolidate the accounts of Age UK Sheffield and its subsidiary undertaking ('subsidiary').

The Charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

Exemptions for qualifying entities

The charitable company has taken advantage of the exemption from preparing a statement of cashflows on the basis that it is a qualifying entity and the group cashflow statement included within these financial statements include the company's cashflows.

The charitable company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

1 Accounting policies (continued)

Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The legacies entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the administration of the Charity and compliance with constitutional and statutory requirements.

Charitable activities and governance costs are costs incurred on the Charity's operations, including support costs and costs relating to the governance of the Charity appointed to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

Support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

1 Accounting policies (continued)

Taxation

The charitable company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charitable company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of the fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Asset class	Depreciation method and rate
Short-term leasehold property	Over remaining term of the lease
Office equipment	20% - 30% straight line
Computer equipment	33% straight line

Investments

Investments in subsidiaries are valued at cost less provision for impairment.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Impairment

Assets that are subject to depreciation or amortisation are assessed at each balance sheet date to determine whether there is any indication that the assets are impaired. Where there is any indication that an asset may be impaired, the carrying value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

1 Accounting policies (continued)

Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight-line basis over the lease term.

Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

Fund Accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

1 Accounting policies (continued)

Critical accounting estimates and areas of judgement

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

(i) Recognitions of legacy income

In applying the principals of SORP FRS 102 in relation to legacies, management make judgements relating to when the legacy income is recognised. Due to the nature of legacies, it is not always possible to determine the value of the legacy or the likelihood of it being received. In some instances, such legacies can be contested and, as such, the charity will not receive the income. The facts of each case are assessed individually to decide when the legacy should be recognised in line with the Charity's accounting policy and with SORP FRS 102.

(ii) Impairment of leasehold improvements

In applying the principals of SORP FRS 102 in relation to impairment of assets, management make judgements relating to the fair value of Leasehold improvements at each balance sheet date. Where there is any indication that an asset may be impaired, the carrying value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

2 Income from grants, donations and legacies

	Unrestricted fund £	Restricted funds £	Total funds 2024 £
2024			
Donations and other grants	345,837	510,905	856,742
Legacies	120,661	-	120,661
Age UK	9,998	183,365	193,363
	<u>476,496</u>	<u>694,270</u>	<u>1,170,766</u>
	Unrestricted fund £	Restricted funds £	Total funds 2023 £
2023			
Donations and other grants	399,345	117,732	517,077
Legacies	140,982	-	140,982
Age UK	35,373	113,978	149,351
	<u>575,700</u>	<u>231,710</u>	<u>807,410</u>

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

3 Income from charitable activities

	Unrestricted fund £	Restricted funds £	Total funds 2024 £
2024			
Support in the Home	556,874	2,257	559,131
Group support	346,962	117,526	464,488
Information and Advocacy	22,610	-	22,610
	<u>926,446</u>	<u>119,783</u>	<u>1,046,229</u>

	Unrestricted fund £	Restricted funds £	Total funds 2023 £
2023			
Support in the Home	725,171	12,454	737,625
Group support	335,322	110,903	446,225
Information and Advocacy	270,954	-	270,954
	<u>1,331,447</u>	<u>123,357</u>	<u>1,454,804</u>

4 Investment income

	Unrestricted fund £	Restricted funds £	Total funds 2024 £
2024			
Interest receivable on bank deposits	10,282	-	10,282
	<u>10,282</u>	<u>-</u>	<u>10,282</u>

	Unrestricted fund £	Restricted funds £	Total funds 2023 £
2023			
Interest receivable on bank deposits	2,126	-	2,126
	<u>2,126</u>	<u>-</u>	<u>2,126</u>

5 Other income

	Unrestricted fund £	Restricted funds £	Total funds 2024 £
2024			
Reimbursed expenses	153,699	-	153,699

	Unrestricted fund £	Restricted funds £	Total funds 2023 £
2023			
Reimbursed expenses	166,518	-	166,518

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

6 Expenditure on charitable activities

		Unrestricted fund	Restricted funds	Total funds
2024	Note	£	£	2024 £
Information and Advocacy		157,363	-	157,363
Group support		388,674	-	388,674
Staff costs		778,395	673,941	1,452,336
Governance costs	7	112,561	-	112,561
		<u>1,436,993</u>	<u>673,941</u>	<u>2,110,934</u>

		Unrestricted fund	Restricted funds	Total funds
2023	Note	£	£	2023 £
Premises costs		157,452	-	157,452
Administrative costs		374,749	86,904	461,653
Staff costs		1,129,522	251,401	1,380,923
Governance costs	7	181,542	13,131	194,673
		<u>1,843,265</u>	<u>351,436</u>	<u>2,194,701</u>

7 Analysis of governance and support costs

	2024 £	2023 £
Management & Business Support	42,665	139,679
Infrastructure	51,540	40,098
Development	18,356	14,896
	<u>112,561</u>	<u>194,673</u>

8 Governance costs

Included in support costs are governance costs of £20,545 (2023: £35,354).

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

9 Net incoming/outgoing resources

Net incoming resources for the year include:

	2024	2023
	£	£
Depreciation of fixed assets	45,747	33,148
Auditor's remuneration - The audit of the Company's annual accounts	14,700	13,200
Auditor's remuneration - All taxation advisory services	350	300
Auditor's remuneration - All non-audit services not included above	<u>1,450</u>	<u>1,100</u>

10 Staff costs

The aggregate payroll costs were as follows:

	2024	2023
	£	£
Staff costs during the year were:		
Wages and salaries	1,325,456	1,265,556
Social security costs	91,762	87,682
Pension costs	<u>35,118</u>	<u>34,615</u>
	<u>1,452,336</u>	<u>1,387,853</u>

The monthly average number of persons (including senior management) employed by the group during the year expressed as full time equivalents was as follows:

	2024	2023
	No	No
Average number of employees	<u>78</u>	<u>81</u>

No employee received remuneration amounting to more than £60,000 in either year.

The Trustees neither received nor waived any remuneration during the year (2023: £nil). No Trustees are accruing pension arrangements (2023: £nil). No Trustees were reimbursed expenses in either year.

The total employee benefits of the key management personnel of the charitable company were £56,218 (2023 - £107,232). Age UK Sheffield considers its key management personnel to comprise of their Senior Management Team.

Pension costs are allocated between activities and between restricted and unrestricted funds on the basis of staff time.

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

11 Tangible fixed assets

Group

	Leasehold improvements £	Office equipment £	Computer equipment £	Total £
Cost				
At 1 April 2023	910,108	116,232	93,429	1,119,769
Additions	31,790	22,586	33,065	87,441
At 31 March 2024	941,898	138,818	126,494	1,207,210
Depreciation				
At 1 April 2023	565,678	107,467	53,462	726,607
Charge for the year	19,310	5,909	20,528	45,747
At 31 March 2024	584,988	113,376	73,990	772,354
Net book value				
At 31 March 2024	356,910	25,442	52,504	434,856
At 31 March 2023	344,430	8,765	39,967	393,162

Charitable company

	Leasehold improvements £	Office equipment £	Computer equipment £	Total £
Cost				
At 1 April 2023	202,315	45,898	70,107	318,320
Additions	-	18,839	33,065	51,904
At 31 March 2024	202,315	64,737	103,172	370,224
Depreciation				
At 1 April 2023	105,647	42,292	31,870	179,809
Charge for the year	3,997	3,079	20,528	27,604
At 31 March 2024	109,644	45,371	52,398	207,413
Net book value				
At 31 March 2024	92,671	19,366	50,774	162,811
At 31 March 2023	96,668	3,606	38,237	138,511

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

12 Fixed asset investments

Charitable company

	2024 £	2023 £
Shares in group undertakings and participating interests	<u>60,002</u>	<u>60,002</u>

Details of the investments in which the charitable company holds 20% or more of the nominal value of any class of share capital are as follows:

Undertaking	Company number	Class of share	Proportion of voting rights and shares held	
			2024	2023
Age UK Sheffield Enterprises Limited	02432642	Ordinary	100%	100%

The registered office of Age UK Sheffield Enterprises Limited is 1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG.

The profit for the financial period of Age UK Sheffield Enterprises Limited was £63,534 (2023 - £(6,152)) and the aggregate amount of capital and reserves at the end of the period was £33,556 (2023 - £(29,978)).

13 Debtors

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade debtors	106,496	418,830	68,205	365,964
Due from group undertakings	-	-	198,096	232,804
Other debtors	23,187	18,483	7,500	15,000
Prepayments and accrued income	<u>143,243</u>	<u>147,752</u>	<u>106,883</u>	<u>114,120</u>
	<u>272,926</u>	<u>585,065</u>	<u>380,684</u>	<u>727,888</u>

14 Creditors

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Trade creditors	61,102	27,149	19,920	14,263
Other taxation and social security	22,034	28,459	22,034	21,041
Other creditors	36,592	34,952	36,592	34,952
Accruals	79,826	86,131	62,502	72,702
Deferred income	<u>59,861</u>	<u>258,636</u>	<u>54,622</u>	<u>253,397</u>
	<u>259,415</u>	<u>435,327</u>	<u>195,670</u>	<u>396,355</u>

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

15 Deferred income

	2024	2023
Group	£	£
Deferred income at 1 April 2023	258,636	297,314
Resources deferred in the period	54,622	43,627
Amounts released from previous periods	<u>(253,397)</u>	<u>(82,305)</u>
Deferred income at year end	<u><u>59,861</u></u>	<u><u>258,636</u></u>

	2024	2023
Charity	£	£
Deferred income at 1 April 2023	253,397	274,200
Resources deferred in the period	54,622	43,627
Amounts released from previous periods	<u>(253,397)</u>	<u>(64,430)</u>
Deferred income at year end	<u><u>54,622</u></u>	<u><u>253,397</u></u>

Deferred income represents income deferred for contract funding received in advance and grant funding whose conditions will be met in future years.

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

16 Restricted funds

Group

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Restricted funds					
SCC - Age Hub	831	11,250	-	-	12,081
SCC - PKW Community Wellbeing	1,582	36,903	(37,997)	-	488
SCC - PKW Social Prescribing	-	25,000	(27,881)	2,881	-
SCC - PKW Dementia	1,259	34,000	(35,128)	(131)	-
SCC - SDAA Dementia Friendly Sheffield	26,630	15,000	-	-	41,630
NHS - Porter Valley Transformational	839	-	(310)	-	529
NHS - Dementia People Keeping Well	5,000	-	(5,000)	-	-
NHS - GP Referrals	-	69,612	(69,712)	100	-
NHS - hospital discharge	-	265,983	(144,298)	-	121,685
NHS - Stroke	-	17,835	(17,657)	-	178
Age UK - Building Resilience	-	34,521	(35,092)	571	-
Age UK Scams Prevention	-	39,457	(41,344)	1,887	-
Age UK Bereavement	236	34,120	(35,444)	1,088	-
Age UK Walking Programme	-	16,667	(15,764)	(903)	-
Age UK - More Money For You	-	18,600	(18,835)	235	-
Age UK - COL Fund	-	40,000	(42,175)	2,175	-
Energy Saving Trust	-	20,812	(20,812)	-	-
National Lottery - Community Fund	-	34,276	(34,276)	-	-
Veterans Association	-	7,878	(7,549)	-	329
Welcome spaces	-	8,880	-	-	8,880
Weston Park Hospital	-	83,259	(84,667)	1,408	-
Total restricted funds	<u>36,377</u>	<u>814,053</u>	<u>(673,941)</u>	<u>9,311</u>	<u>185,800</u>

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

16 Restricted funds (continued)

SCC - Age HUB	This fund is to support older people to have their say on local public policy.
SCC - PKW Community Wellbeing	This fund is to support people in South-West Sheffield to live healthy lives.
SCC - PKW Social Prescribing	This fund is to support GPs patients in South-West Sheffield with non-medical health interventions.
SCC - PKW Dementia	This fund is to support people living with dementia in South-West Sheffield.
SCC - SDAA Dementia Friendly Sheffield	This fund is to create a dementia-friendly city.
NHS - Porter Valley Transformational	This fund is to support GP patients in the Porter Valley neighbourhood with non-medical health interventions.
NHS - Dementia People Keeping Well	This fund is to support to people living with dementia.
NHS - GP Referrals	This fund is to support GP patients in Sheffield with non-medical health interventions.
Age UK - Building Resilience	This fund is to support older people who have experienced a life-changing event.
Age UK Scams Prevention	This fund is to support older people who have been scammed or are at risk of being scammed.
Age UK Bereavement	This fund is to support older people who have been bereaved.
Age UK Walking Programme	This fund is to support older people with long-term health conditions to become more active.
Age UK MCST Programme	This fund is to support older people with dementia.
Energy Saving Trust	This fund is to support older people who are in fuel poverty.

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

16 Restricted funds (continued)

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Restricted funds					
Crystal Peaks	330	-	(330)	-	-
SCC - Age Hub	974	11,250	(11,393)	-	831
SCC - PKW Community Wellbeing	663	36,903	(34,741)	(1,243)	1,582
SCC - PKW Social Prescribing	-	25,000	(26,243)	1,243	-
SCC - PKW Dementia	-	34,000	(32,741)	-	1,259
SCC - SDAA Dementia Friendly Sheffield	26,310	15,000	(14,680)	-	26,630
NHS - Porter Valley Transformational	1,566	12,453	(13,180)	-	839
NHS - Dementia People Keeping Well	-	5,000	-	-	5,000
NHS - GP Referrals	-	67,650	(68,891)	1,241	-
Age UK - Building Resilience	-	29,250	(29,650)	400	-
Age UK Scams Prevention	-	39,458	(39,699)	241	-
Age UK Bereavement	-	20,000	(19,764)	-	236
Age UK Walking Programme	-	3,333	(4,237)	904	-
Age UK MCST Programme	-	21,938	(22,007)	69	-
Energy Saving Trust	-	33,832	(33,880)	48	-
Total restricted funds	<u>29,843</u>	<u>355,067</u>	<u>(351,436)</u>	<u>2,903</u>	<u>36,377</u>

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

17 Unrestricted funds

Group

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
2024					
Unrestricted fund	<u>1,176,245</u>	<u>1,526,923</u>	<u>(1,433,957)</u>	<u>(142,311)</u>	<u>1,126,900</u>
Designated					
Hillsborough Project	45,153	-	(7,165)	-	37,988
Support I&A and ILC Services	97,000	-	-	-	97,000
Westfield Donation	-	40,000	-	-	40,000
Senior Manager succession planning	-	-	-	60,000	60,000
Student Placement Co-ordinator	-	-	-	33,000	33,000
Hillsborough Community Development Co-ordinator	-	-	-	25,000	25,000
ILC Service Evaluation	-	-	-	15,000	15,000
	<u>142,153</u>	<u>40,000</u>	<u>(7,165)</u>	<u>133,000</u>	<u>307,988</u>
Total unrestricted funds	<u>1,318,398</u>	<u>1,566,923</u>	<u>(1,441,122)</u>	<u>(9,311)</u>	<u>1,434,888</u>

We are currently holding a total of £307,988 as Designated Reserves of which £152,000 are being held for I&A and ILC services to ensure service continuity over the next 2 years as services come to an end and new contracts are commissioned. The remaining amounts are being held to fund new roles over the next two years to further develop the charity and to implement the new strategy which is being developed in 2025.

	Balance at 1 April 2022 £	Balance at 1 April 2022 £	Resources expended £	Transfers £	Balance at 31 March 2023 £
2023					
Unrestricted funds	<u>986,316</u>	<u>1,978,791</u>	<u>(1,785,959)</u>	<u>(2,903)</u>	<u>1,176,245</u>
Designated					
Hillsborough Project	50,000	-	(4,847)	-	45,153
Support I&A and ILC Services	-	97,000	-	-	97,000
I&A Services	30,000	-	(30,000)	-	-
ILC - BAME Community	22,459	-	(22,459)	-	-
	<u>102,459</u>	<u>97,000</u>	<u>(57,306)</u>	<u>-</u>	<u>142,153</u>
Total unrestricted funds	<u>1,088,775</u>	<u>2,075,791</u>	<u>(1,843,265)</u>	<u>(2,903)</u>	<u>1,318,398</u>

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

18 Analysis of net assets between funds

Group

	Unrestricted fund £	Restricted funds £	2024 £
2024			
Tangible fixed assets	434,856	-	434,856
Current assets	1,259,447	185,800	1,445,247
Current liabilities	(259,415)	-	(259,415)
Total net assets	<u>1,434,888</u>	<u>185,800</u>	<u>1,620,688</u>
	Unrestricted fund £	Restricted funds £	2023 £
2023			
Tangible fixed assets	393,162	-	393,162
Current assets	1,360,563	36,377	1,396,940
Current liabilities	(435,327)	-	(435,327)
Total net assets	<u>1,318,398</u>	<u>36,377</u>	<u>1,354,775</u>

19 Analysis of net funds

Group

	At 1 April 2023 £	Cash flow £	At 31 March 2024 £
Cash at bank and in hand	<u>811,875</u>	<u>360,446</u>	<u>1,172,321</u>
Net debt	<u>811,875</u>	<u>360,446</u>	<u>1,172,321</u>

20 Financial commitments

	Group		Charity	
	2024 £	2023 £	2024 £	2023 £
Other				
Within one year	67,404	50,483	15,233	15,233
Between one and five years	112,429	95,585	33,815	48,844
After five years	<u>1,500,000</u>	<u>1,500,000</u>	<u>-</u>	<u>-</u>
	<u>1,679,833</u>	<u>1,646,068</u>	<u>49,048</u>	<u>64,077</u>

Age UK Sheffield

Notes to the Financial Statements for the Year Ended 31 March 2024 (continued)

20 Financial commitments (continued)

Included in the operating leases due later than 5 years is a lease entered into on 1 March 2021 in relation to the Coach House. The lease is for a term of 125 years, of which the first 25 years are rent free, followed by 100 years at £15,000 per annum. The Group has invested funds in renovating this property and this will be used in furtherance of its activities. A sub-lease was signed in March 2022 which rents part of this property to a third party for an annual base rent plus turnover rents.

21 Pension commitments

Defined contribution pension scheme

The group operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the group to the scheme and amounted to £35,118 (2023 - £34,615).

22 Related party transactions

Transactions with trustees are disclosed in note 10.

The financial results of Age UK Sheffield Enterprises Limited as disclosed in note 12 of these financial statements.

During the prior year the Group entered into a partnership with CASEwork Services CIC Ltd to provide administrative services to the Group. The Group supported the establishment of the company through a provisional loan of £15,000. The amount of this loan outstanding at the year end is £7,500 (2023: £15,000). Interest of £879 (2023: £495) was received during the year and the balance will be repaid over a 10 year period as the company grows.

During the year CASEwork Services CIC Ltd charged the Group amounts totalling £40,168 (2023: £37,787) for the provision of financial services. The amounts still outstanding at the year end total £Nil (2023: £Nil).

Our Trustee, Sarah Fulton Tindall, was a Director of CASEwork until her resignation from CASEwork on 6 December 2023.

There were no other related party transactions outside of the Group during the current or prior year, nor are there any outstanding balances owing between other related parties outside of the Group at either Balance Sheet date. Group transactions and balances have been eliminated on consolidation.

Accounts

Ending older people's loneliness



Age UK Sheffield Annual report 2022/23

www.ageuk.org.uk/sheffield

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Report of the Trustees for the year ended 31 March 2023

The trustees (who are also directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS102) in preparing the annual report and financial statements of the charity.

Reference and Administration Details

Official name of charity:	Age UK Sheffield
Charity registered number:	1108413
Company registered number:	05207254
Directors and Trustees:	D Campbell (Chair) E Challans (resigned 2 September 2022) C Dooney (appointed 3 November 2022) S Fulton Tindall T Furness J King (appointed 3 November 2022) S Naylor M Perkins N Sampson L Whitworth
President:	N Hutton MBE
Vice-Presidents:	G Moore MBE R Wilson
Secretary and Registered Office:	1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG
Senior management team:	Mr Stephen Chufungleung, Chief Executive (Resigned 31 March 2023) Ms Teresa Barker, Chief Executive (Appointed 1 April 2023)
Auditors:	Hawsons Chartered Accountants, Statutory Auditors, Pegasus House, 463a Glossop Road, Sheffield, S10 2QD
Bankers:	Barclays Bank plc, Sheffield, South Yorkshire, S1 2HN
Solicitors:	Knights plc, Commercial House, 14 Commercial Street, Sheffield, South Yorkshire, S1 2AT

Chair’s statement

The chairman presents his statement for the year.

The past year has been dominated by the cost of living crisis, which has affected us all in one way or another. It has particularly taken its toll on the people in our society who can least afford the increased costs we have seen in our supermarkets and our energy bills. As a consequence, the demand on Age UK Sheffield has been huge.

In just one year we saw a 42% increase in the demand from older people on low incomes requesting benefits checks, up from 1,496 to 2,123. We opened new cases for 2,644 people (up by 48.5%). We believe there are around 24,000 people aged 65 and over living in poverty in Sheffield, and the levels of deprivation we are seeing is heartbreaking.

In total, those 2,644 people presented with 6,859 identified needs, up an incredible 87% from the previous year. We are seeing a significant increase in loneliness and social isolation related issues from people who lost social contacts during the pandemic. In many cases, their mobility has also significantly deteriorated from two years of staying at home.

The cost of living crisis has also directly affected organisations within the charity sector. Our charity costs have gone up, both through trying to support our staff with the pay awards they expect and deserve, and the increased costs of the utilities and goods we use, without a corresponding increase in contract income.

However, last year we were extremely fortunate to receive legacy income from gifts left to us in people’s wills, which mean the financial statements contained within these annual accounts make positive reading. Trustees have decided to designate some of our reserves to future-proof the delivery of the frontline services where we have concerns about whether grant income will be renewed.

As always, I pay tribute to the staff and volunteers upon whom our services depend. They consistently demonstrate their huge commitment to Age UK Sheffield and the older people we serve. I also thank my fellow Trustees for their time and expertise, and the commissioners, grant funders, and corporate and individual donors, who enable us to deliver our work.



David Campbell

David Campbell
Chair

“ Last year we were extremely fortunate to receive legacy income from gifts left to us in people’s wills, which mean the financial statements contained within these annual accounts make positive reading. ”

Trustees’ report



The Trustees present their annual report together with the audited financial statements of the Age UK Sheffield for the year 1 April 2022 to 31 March 2023.

The Annual Report serves the purposes of both a Trustees’ report and a directors’ report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company’s governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the group and the Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors’ Report) Regulations 2013 has been omitted.



Charity objectives and activities

Age UK Sheffield’s articles of association list the charity’s objects as “to promote...the benefit of the public and/or older people” within Sheffield and the surrounding area. By “older people” we mean that we primarily support people aged 50 and over, with two-thirds of our beneficiaries being aged 70 or over.

Our vision is:

“For a city in which no older person lives in poverty or loneliness.”

Our mission in pursuing that vision is helping older people to:

“Live better lives in the best health possible.”

Our values:

“The way we do things here.”

Trust



Care



Choice



Our behaviours and success factors:

“How we work every day.”

Every minute, every day



‘Can-do’ / solution focused



Your skills, our context



Empowering you /taking responsibility



Learning and reflection



Our services are person-centred, holistic and aspire to continuously improve in pursuit of excellence.

The main activities we are involved in to further our charitable objects are in providing:

- Free and impartial information and advice services, which are independently accredited. Increasing benefit income is the greatest customer need in this service and takes hundreds of people out of poverty every year.
- Independent living co-ordination services, helping people to live well at home and reduce demand on the local health and social care system. This holistic support addresses poverty through benefits checks, and loneliness through onward referrals, as part of a wider package of support.
- Dedicated dementia services, supporting older people and organisations.
- A vibrant and creative programme of local activities, particularly in the Hillsborough and South-West Sheffield areas.
- Volunteer befriending support to reduce ongoing loneliness.
- A home support service meeting individual added support needs.
- Supporting voice and representation initiatives for older people.

Public benefit statement

As charity Trustees, we confirm we have regard to the Charity Commission’s public benefit guidance, which we fulfil through the activities we deliver in pursuit of our objectives. We aim to provide benefits and minimise harm to older people in Sheffield, and our services and activities are open and accessible to all.

Charity aims

We aim to deliver our objectives and activities through a holistic, person-centred approach, supporting older people to achieve their needs and wants, and empowering them to maintain their independence. We may do this by enabling people to increase their financial, physical and mental health and wellbeing, through, for example, increasing benefits claimed, supporting claims for aids and adaptations to the home, and connecting people to local services and resources.

This has benefits for the individual older people we support; their family carers; and the wider community by reducing demand on statutory services.

How our activities further our legal purposes

All our activities seek to further our charitable aims, whether directly providing services to older people, providing professional support and advice to organisations which work with older people, campaigning and lobbying for policies which promote ageing well, or engaging in income generation activities to increase our resources to deliver charitable services.

Strategies to achieve our aims and objectives

We are delivering on our 2022-25 strategy, which focused on the following priorities:

- Ending poverty – through the continued provision of our successful Information and Advice and Independent Living Co-ordination services.
- Ending loneliness – by developing the activity programme at our Hillsborough site, and by seeking to raise additional funds to expand the capacity of our In Touch volunteer befriending service.
- Supporting initiatives to increase the voice and representation of older people in developing local public policy.
- Continuing to increase our retail, trading, and fundraising income, and diversifying our funding sources, to expand the availability of funding to support charitable activities.



The main activities we deliver to meet our objectives for supporting older people in Sheffield are as follows:



Providing free and impartial information and advice services, which are independently accredited. Increasing benefit income is the greatest customer need in this service and takes hundreds of people out of poverty every year.



An activity centre in Hillsborough, delivering a wide range of age appropriate creative activities such as a choir, pottery, needlework, cinema club, and a mens' mental health group.



Volunteer befriending support to reduce ongoing loneliness.



A paid-for home support service meeting people's additional support needs.



Supporting voice and representation initiatives for people to make Sheffield a better place in which to grow older.



Dedicated dementia services, including five dementia day centre locations, dementia cafes, leadership of Sheffield Dementia Action Alliance, and delivery of Sheffield City Council's specialist dementia advice service.



Criteria for measuring success

By focusing our attention on delivering personalised services, the specific success measures for each person we support are dependent on their individual needs.

At a wider charity level, there are many ways in which we measure the success of our work, including:

- Number of people supported;
- Number of needs they have identified which we supported them to achieve;
- Increased benefit income;
- Improvements measured through the Outcomes Star for independent living.

Our continuous improvement procedure monitors customer satisfaction with our services, and our Trustees receive quarterly customer compliments and complaints reports.

As a learning organisation, we treat all complaints as an opportunity to improve.

We provide quarterly output and outcome reports to project funders and contract commissioners, detailing how we have delivered our services against any grant conditions or performance monitoring requirements.

We take huge pride in delivering service quality of the highest standards and hold numerous external and independent assessments of our quality standards:

- Age UK Charity Quality Standard
- Age UK Information and Advice Quality Standard
- The Advice Services Association's Quality Standard
- ISO9001
- CHAS (Contractors' Health and Safety Standard)

Social investment policies

We do not make any social investments.

Grant-making policies

Through our involvement in the Sheffield City Council People Keeping Well in the Community programme, we lead the partnership for the South-West Sheffield area. The grant funding we receive from the Council for this initiative requires us to make small, community grants, usually of up to £500, to fund community-level health and wellbeing activities. Applicant organisations in the designated area apply to us to receive a community grant to fund capital items or ongoing activities, such as table tennis, litter-picking, and creative writing. The South-West Sheffield People Keeping Well partnership makes decisions about which applications they wish to support, and we administer the grant-making process.

During 2022/23, we started administering small grants to individuals on behalf of the Sir George Franklin's Pensions Charity. Their charitable objects are to support people aged 50 and over who are living in poverty. We nominate people who we are aware are in need of short-term support and their Trustees decide which grants to make. The grants are paid to Age UK Sheffield, who administer the grants on their behalf.

Volunteer involvement

We have over 200 registered volunteers supporting a wide range of charity activities, including our Dementia Wellbeing Centres and cafes, our "In Touch" befriending programme, helping older people to get online and use the internet safely, and our retail shops. We could not deliver such a wide range of charitable activities without our volunteers and we are extremely grateful to them all.

Charity achievements and performance

During 2022/23, we took on 3,872 new cases for people who required our support. We supported those people to increase their income by over £2 million in the first year, by claiming the additional benefits they were entitled to.

This figure is believed to be a significant under-estimate because many people we supported to make benefits claims were either still waiting for their decision, or had not reported the outcome to us, at the time of writing this report.

In addition, thousands more people attended a wide range of activities at our new Gathering Ground site in Hillsborough Park and People Keeping Well activities in South-West Sheffield. We also handled thousands more information enquiries through phone calls and e-mails to our Sheffield city centre office.



During 2022/23 we supported people to increase their income by over **£2 million** in the first year, by claiming the additional benefits they were entitled to.

2022-23 impact report

Did you know there are around 24,000 over-65s in Sheffield who are living in poverty? And around 12,000 older people who are always or often lonely? Age UK Sheffield’s charitable mission is working to end older people’s loneliness and poverty in our city, helping people to lead independent lives.

Here is a selection of the 3,872 older people¹ we worked with in 2022/23.



Cost of living crisis

Runaway inflation and escalating energy prices dominated the year for us all. For Margery, a 78-year-old breast cancer survivor, who was trying to survive on £182.60 a week, the situation became critical when her boiler broke. She had no money to pay for a new one, no hot water, and no other service had responded to her pleas for help.

Through our “Reaching Out Sheffield” service funded by the **Energy Saving Trust** we helped Margery to have the boiler replaced by her energy provider (appealing after her initial request was rejected). But we didn’t stop there. We supported Margery to claim the Attendance Allowance she was entitled to, increasing her annual income by £4,800, plus over £1,000 in backdated benefits. Margery used the increased income to get her car MOT’d to help her get back out and about, reducing her social isolation.

Last year, Age UK Sheffield supported older people like Margery to increase their income by **£2,079,969** in the first year of claiming. We’re still waiting to discover the outcomes for hundreds more, meaning the likely increase may be millions more.



1. All names have been changed to provide anonymity. Photos for illustrative purposes only, and not the actual case study.

Scam alert

Norma was referred to us upon her discharge from hospital. She was aged 85, living with Alzheimer’s, and bed-bound due to a range of health issues. When we visited Norma and her husband Eric in their home, he was anxious about the number of scam telephone calls they were receiving; it was causing Eric stress every time the phone rang.

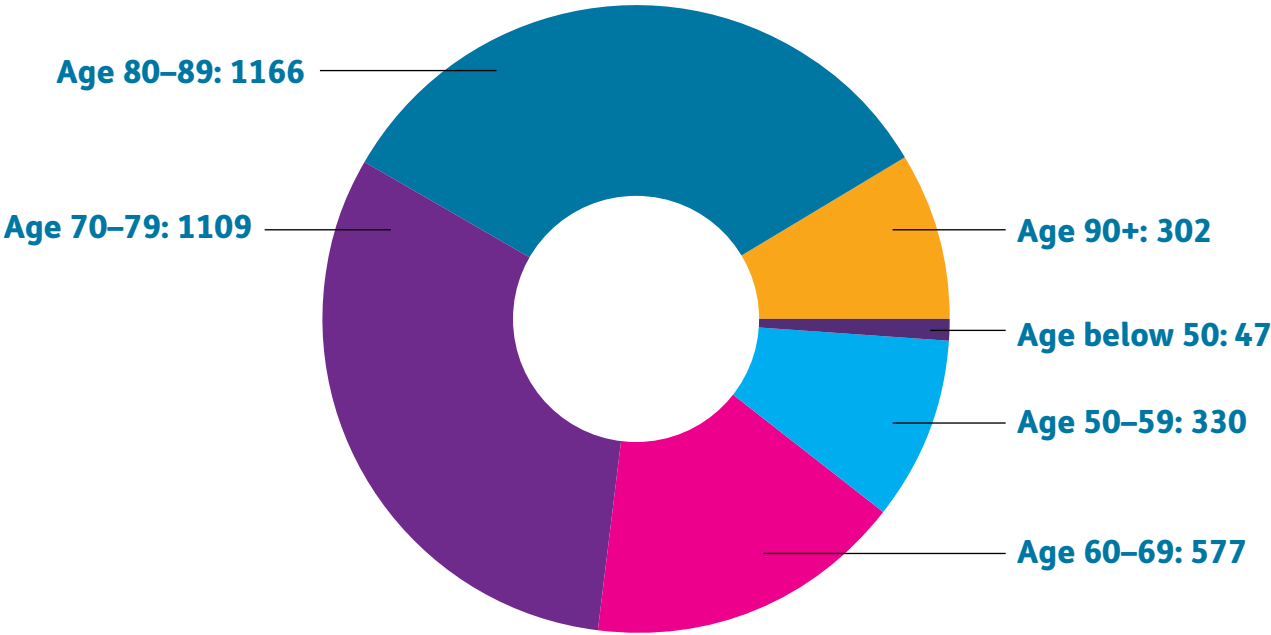
We supported him with some guides on how to avoid scams and stay safe, and installed a call-blocking telephone device through the **Age UK**-funded Scams Prevention project we are delivering. Eric told us he has not received any scam phone calls since, greatly reducing his stress levels.



Whilst we support people aged 50 and over, 73% of people we supported in 2022/23 were aged 70 or over, like Norma and Eric.



Age profile 2022/23





Keeping In Touch

Beatrice is well into her 90s and rarely leaves her flat due to her limited mobility and poor hearing. She has outlived her friends, and her surviving family has moved away, some of them overseas. She benefits from our In Touch befriending service, which has grown from strength to strength since being launched in 2018, with over 100 older people currently matched with a volunteer. George visits her weekly and says he has found “a new friend, access to a wealth of stories, and a bright picture of old age.” She is a former mathematician with a lively mind and a sense of humour.

George has recently retired from a senior job with an international company and says Age UK Sheffield gave him practical support and weekly encouragement in his volunteering role.

If you are interested in volunteering with Age UK Sheffield, visit www.ageuk.org.uk/sheffield/get-involved/volunteer/ to see our current range of opportunities to support older people in Sheffield.



Social networking

Fatima, aged 92, was referred to us by her GP. She was feeling isolated and depressed after the unexpected death of her son. Whilst she can read and understand English, she can only speak Urdu, and had lost contact with her previous neighbours after moving in with her daughter.

Our Urdu-speaking independent living co-ordinator provided a wide range of support to Fatima, with the most valuable being the loan of an iPad provided through Age UK’s “We Are Undefeatable” project.

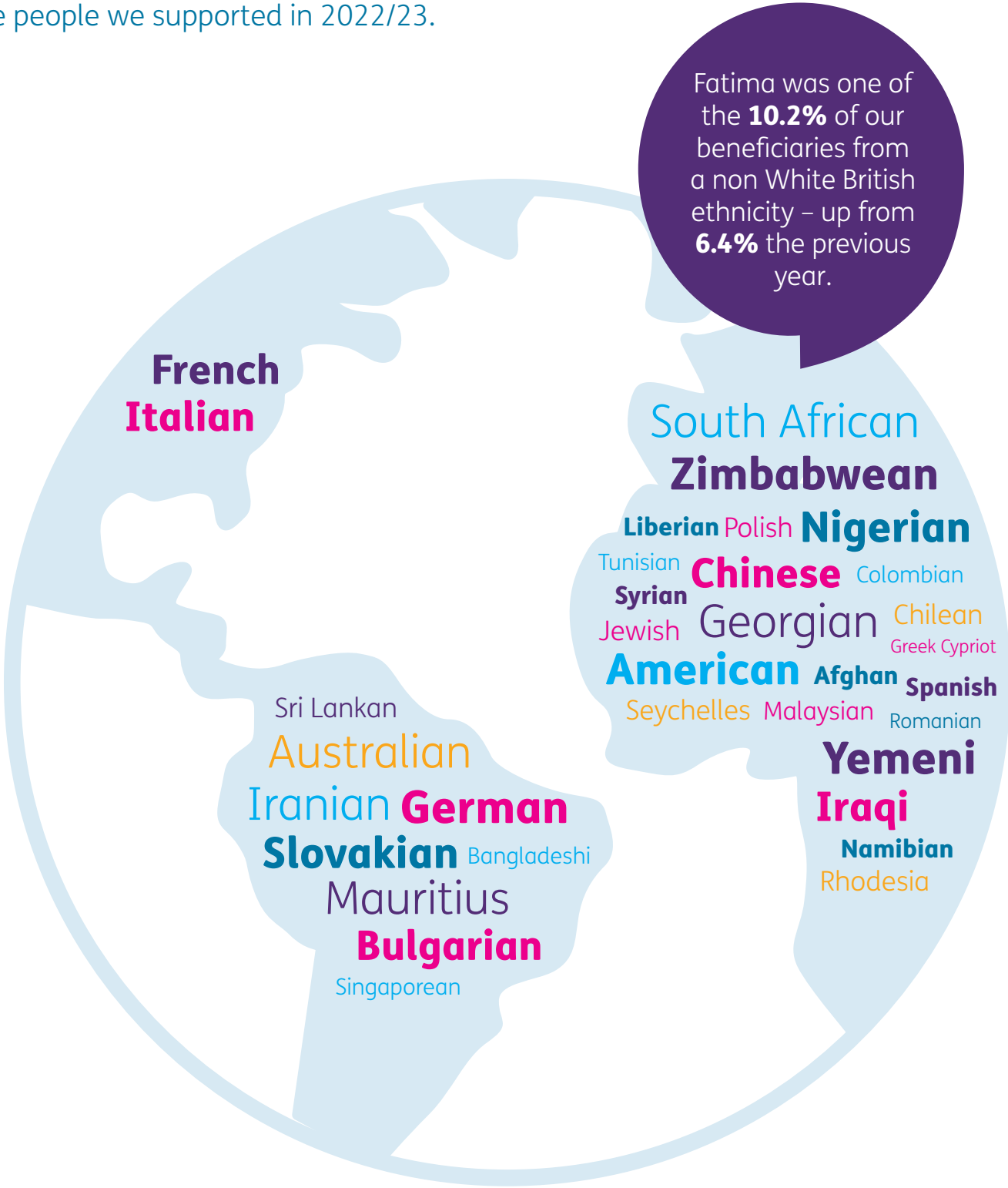
We supported Fatima to get online, find YouTube videos in Urdu, and do her online shopping. Best of all, she could get back in touch with her overseas relatives.

Fatima told us:

“ You have given me some independence back; I am so grateful for the iPad, I Facetimed my family abroad and saw them after so many years. It felt like I actually visited them; this made me so happy. ”



Here are some of the ethnic backgrounds of the people we supported in 2022/23.



Younger older people

Whilst the majority of our beneficiaries are aged over 70, the fact that we can work with anyone over 50 gives us the flexibility to support people who really need us. Like Bill, aged 58, who had been forced to give up work due to multiple sclerosis. He was also living with lung cancer and had experienced several falls. He hadn't been able to plan or save for his enforced retirement and he had no savings to fall back on.

Through our independent living co-ordination service funded by **Weston Park Cancer Charity**, we supported Bill with several independence at home issues, including a full benefits check. We supported him to apply for the severe disability premium, resulting in an annual increase of £3,445, plus a back payment of almost £10,000.

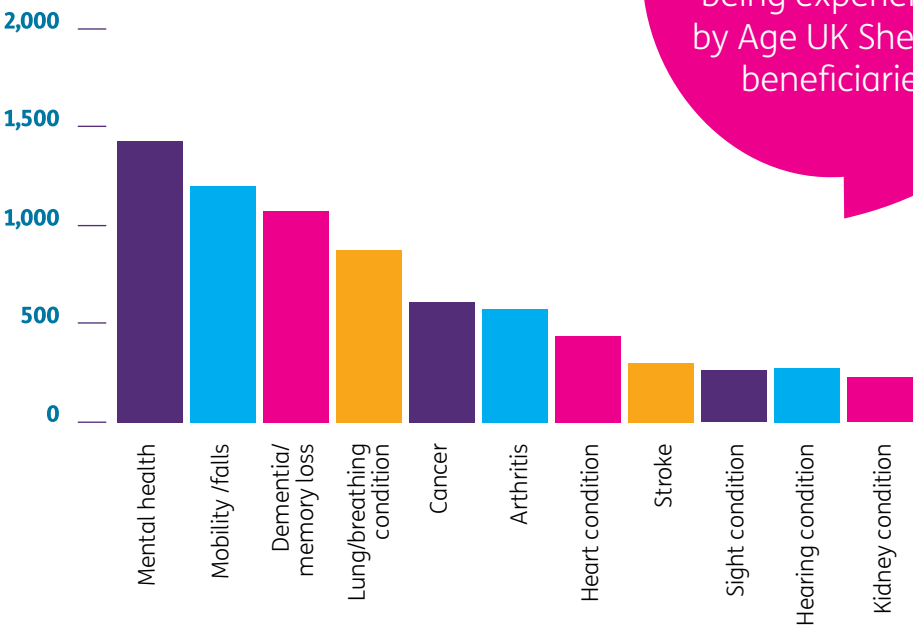
Bill said:

"Age UK Sheffield has been simply amazing and the things you have done for me have changed my life. I've gone from constantly worrying about money to being able to buy the things I need."



Cancer and MS are just two of the health conditions being experienced by Age UK Sheffield beneficiaries.

Here is a summary of the most common health conditions from 2022/23:



Parrot fashion

People who have been admitted to hospital have all sorts of needs – but one of our more unusual requests through the year came from Doreen. She had been taken to hospital in an ambulance after a fall. We had previously supported Doreen at home, due to her numerous health concerns and mobility difficulties.

Social services contacted our free Information & Advice service (supported by **Westfield Health, Age UK** and the **Headley Trust**) because there was nobody to look after her African Grey parrot, Scooby, whilst Doreen was in hospital. She had no close friends or family who could feed and water Scooby, and clean her cage.

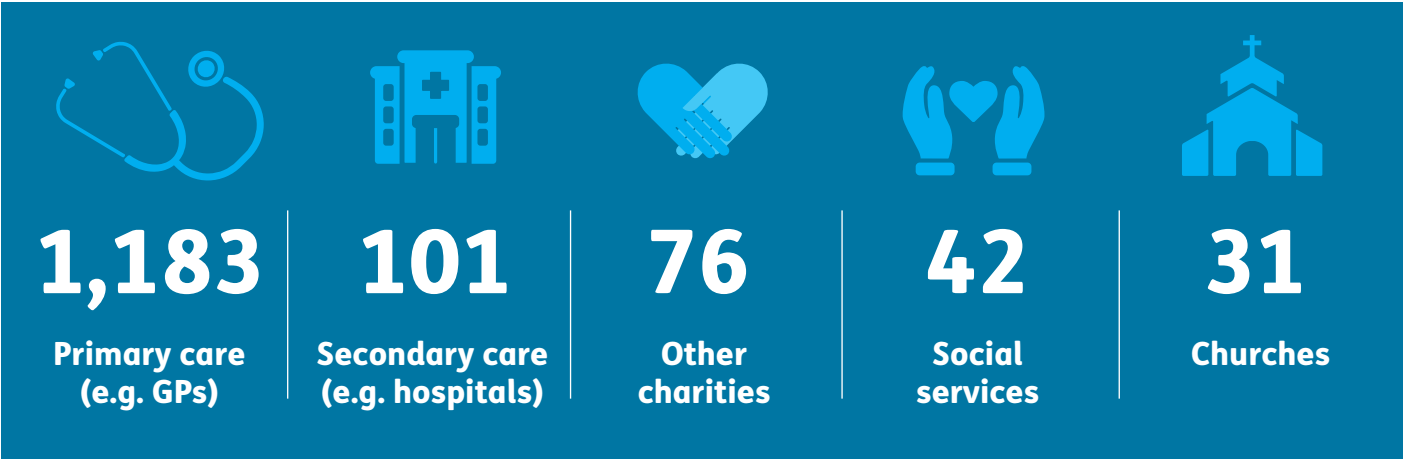
Doreen wanted to know Scooby was being looked after to ensure she wasn't stressed, and could focus on her recovery. Our staff member, Amy, soon learned that Scooby loved crab sticks, Queen and Elton John, and was soon whistling whenever Amy entered the flat.

Doreen said:

Scooby is the most important person in the world to me.



Social workers are just one of our local partners who know that Age UK Sheffield will respond to a wide range of older peoples' needs. Here are some of our partners who referred to us in 2022/23:



Reducing demand on statutory services

A huge amount of our work is designed to keep people living independently at home, reducing unnecessary admissions to hospital or residential care, in projects funded by local **GP Neighbourhoods** and the **South Yorkshire Integrated Care Partnership**.

We had been supporting Helen to get out and about for some time, when her mental and physical health took a turn for the worse. She lives with epilepsy, autism, depression, anxiety, and mobility problems from a previously-fractured spine. These conditions were under control with epilepsy medication, until its effectiveness reduced. Her fits didn't restart, but she became delusional and was found wandering the streets.

Care workers were concerned Helen would need 24-hour care. Helen's sister made daily phone calls but lives four hours away, and mental health services could not respond until Helen needed crisis treatment, both in and out of hospital.

Twice-weekly visits from her regular Age UK Sheffield support workers provided familiar faces. They also helped to keep Helen on track with essential appointments, stay in contact with agencies, and monitor Helen's health and safety. They have also helped her to connect with local outings, such as to Heeley City Farm, which help her state of mind.

Our team knows Helen enjoys doing her nails, arts and crafts, and getting out when she is able to. Helen's sister is reassured that Age UK Sheffield can provide a friendly face and emotional support. It has been a stressful time for Helen's family but they are reassured that our input has helped to stabilise her.

Heeley City Farm is just one of over **1,200** local projects, resources and services we referred older people to in 2022/23, to help them do something they enjoy. Here are some of the others:



Local activities

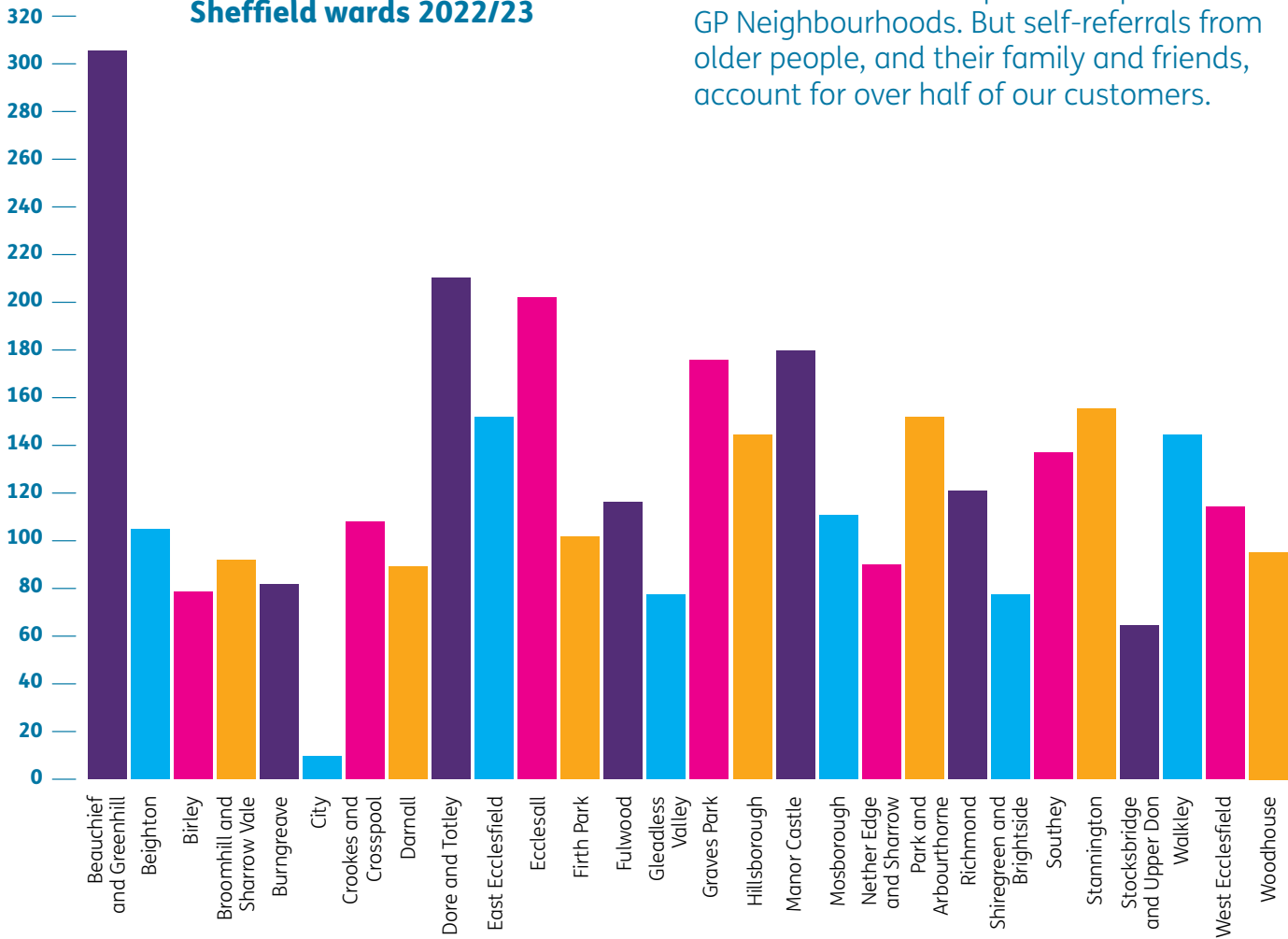
Sandra had been caring for her husband's progressively worsening dementia for six years, and finding it was getting harder to socialise with her friends. She was tired and friends noticed she was becoming increasingly isolated.

Sandra was introduced to Age UK Sheffield's "Nature for Wellbeing" sessions, which are delivered as part of our **Sheffield City Council**-funded People Keeping Well activities in south-west Sheffield. She had been reluctant to join, fearing it would be a gardening group. But Sandra says it "changed her life". She has met new friends, looks at nature in a different way, and says that, for 90 minutes a week, she can be herself and forget her troubles. It also gives her something new to talk to her husband about!



Age UK Sheffield supports people in all parts of the city. The highest numbers are in the areas where we have partnerships with local GP Neighbourhoods. But self-referrals from older people, and their family and friends, account for over half of our customers.

Sheffield wards 2022/23



Photos for illustrative purposes only, and not the actual case study.

Dementia specialists

In April 2022, we expanded our range of specialist dementia Wellbeing Centres from its original site in Norfolk Park to additional venues across the city – and 84-year-old Derek took full advantage.

A former director in the steel industry, he was becoming increasingly difficult for Janet to live with, when he was referred to our Norfolk Park centre. Derek was soon participating in all the activities and conversations, singing, playing music, and dancing. He loves to paint and read. When our Wellbeing Centres extended into the Botanical Gardens, Derek moved with them.



“ Janet used to need stress-related medication but now says: “To support I get from Derek attending the Wellbeing Centre gives me something to look forward to – a wonderful few hours of respite. Now I can meet someone for coffee or even lunch! ”



Our Wellbeing Centres are part-funded by Sheffield City Council, with some free places available and others privately-funded. They are perfect for anyone with dementia or memory loss.



Gathering Ground

The first full year of activities at our Gathering Ground facilities in Hillsborough Park have seen this centre becoming more established, with a more diverse programme and growing audience base.

The facilities comprise the following buildings:

- Depot Bakery café at the Coach House;
- Bradbury Makers’ Shed, host to a wide range of creative activities;
- The Pavilion, the home of our Hillsborough Dementia Wellbeing Centre, as well as a range of community and commercial bookings and activities.

A regular week may see anything up to 500 different participants in our activity sessions. Regular timetabled activities delivered by our partners, RivelinCo, include:

- Singing In Hillsborough Park;
- Creative writing;
- Crafternoon;
- Andy Man’s Club (men’s mental health)

- Regular community activities include:
- Friends of Hillsborough Park volunteering;
 - Dancing for health;
 - Molly on the Mat yoga and yoga for runners;
 - Osteoperosis 2000 falls prevention;
 - Jiu Jitsu;
 - RVS art group;
 - Walking group;
 - Breastfeeding group

In addition, we have had a diverse range of private events, from children’s birthday parties to filming for a CBeebies show.



We are working to keep improving the range of activities delivered on the site, and keep increasing the proportion of attendances by older people.



Financial review

Our financial outturn for 2022/23 has a bottom line showing a surplus of £236,157 (2021/22: £132,214).

Principal funding sources

Our main sources of income are contracts and grants to support our Independent Living Co-ordination work with vulnerable older people. Demand on the ILC service continues to increase due to issues ranging from poverty to issues in receiving health and social care services. During the year we delivered additional work supporting local hospitals to discharge older people from hospital, especially during the winter months when there was heightened pressure on the NHS. This work is continuing into 2023/24, and being supported by a new project delivering activities to older people who are experiencing long stays in hospital. Our activity programme aims to keep people alert and engaged, and prevent a further deterioration in long-term health.

We also receive significant income from our dementia services, our paid-for “At Home” service, our retail shops, and our new facilities in Hillsborough Park.

A complete list of our grant funders can be seen on page 18 of the report.

The income we received during the year was significantly higher than budgeted, largely due to additional grants and contracts won during the year, and some legacy income which was gratefully received.

Expenditure overview

The vast majority of our spending continues to be on staff to deliver services to older people. Our employee costs are around two-thirds of our total expenditure. During the year, we strived to deliver an annual pay award which could help our staff as far as possible to meet the challenges of high inflation levels. The charity additionally made a one-off payment in recognition of the high energy prices.

We work hard to keep our overheads as low as possible, to maximise the impact we can have directly on service delivery.

Cash position

As at 31 March 2023 the Charity had a cash balance of £811,875 on a consolidated basis (2022: £768,886).

Fixed assets

Our main tangible fixed assets relate to our properties in Hillsborough Park, which opened in 2022 and are being depreciated over a 25-year period.

Restricted/designated funds

We have a small amount of restricted funding carried forward, which represents the balance of projects we are delivering. These are described in full in note 16. Trustees have also designated some funding to support the delivery of our ILC and Information and Advice services. It is planned that these will be spent within two years.

Significant events

There were no significant events that materially affected our financial position.

Investment policy

We do not hold any significant investments outside of our group of companies.

During 2021/22, in partnership with four other local Age UK Brand Partners, we established a new social enterprise company, CASEwork Services CIC Ltd to provide back office services to our five charities, and to others. We supported the establishment of this company through the provision of a £15,000 loan. It is intended that this will be repaid within ten years, as the company grows.

Risk management

Our risk assessment and risk register are reviewed and updated on a quarterly basis and scrutinised by our HR and Governance Group. This review includes a written update on the current position of each risk and a review of the likelihood and impact scores, and any further control measures required. New risks are added and existing risks closed, to ensure the risk assessment remains and live document which informs our strategy development and work programme. The full Board reviews the risk assessment once per year, or individual risks may be escalated to the Board periodically by the HR & Governance Group.

In May 2023, the highest scoring risks on our risk register were as follows:

Financial risks

Risks relating to meeting income generation targets, particularly for service delivery activities, the retail operation.

A risk around the high cost of energy, and our recharging arrangements to our tenants at the Coach House.

Operational risks

Risks relating to the demand on our Information and Advice and Independent Living Co-ordination services, due to the level of need from older people in the city. We seek to control these risks by making judgements on the extent to which we promote our services, managing customer expectations, and using priority assessment tools to ensure our limited capacity is targeted to support the people most in need of our services.

A risk relating to the resignation of the previous Chief Executive and the appointment of an Interim Chief Executive from 1st April. Following a successful interim period, this appointment was made permanent in July 2023 and removed from the risk register.

Reserves policy

In June 2022, our Board updated the reserves policy to change towards a risk-based approach which analysed a wide range of capital, buildings-related, service delivery and staffing risks, and their likelihood of being realised. Based on this assessment, the Trustees set their target range for free reserves at between £350,000 and £500,000.

At 31 March 2023, Age UK Sheffield’s free reserves (unrestricted funds excluding designated reserves) were £1,055,709, compared to £986,316 in the previous year. During the year we left a defined benefit pension scheme with no further liabilities. Further details are below.

The Board has set its priorities for bringing free reserves back within the target range and has designated some funding for supporting older people’s services during gaps between grant and contract income being realised. The Board is also considering making long-term investments in extending our chain of retail shops. It anticipates that these investments will bring the reserves back within the target range by March 2025.

Factors likely to affect future performance

As with all businesses which are trading in the current economic environment, we are constantly assessing the impact of inflation and rising costs on our budgets. At this stage we do not have any significant concerns in this respect.

Pension liabilities

Age UK Sheffield has, for at least 18 years, been part of a national Age UK defined benefit pension scheme. Following a review by the Trustees of the national scheme, we have mutually agreed to leave the scheme. Our Board has received written confirmation that the national scheme Trustees do not intend to make any further demands on Age UK Sheffield.

Our trading subsidiary

In 2019, the charity invested in our trading subsidiary to fund the capital start-up costs of our retail operation. It was intended that this £60,000 initial investment would be repaid over time through the retail gift aid scheme. The full investment had been realised within three years. The following retail gift aid payments have been made to date:

- 2019/20 - £3,766
- 2020/21 - £9,220
- 2021/22 - £63,447
- 2022/23 - £91,790

In 2021/22, the charity made a short-term loan of £120,000 to the trading subsidiary to support the completion of the Coach House Lottery project in Hillsborough Park. This was because the trading subsidiary delivered the redevelopment of the Coach House but some of the capital grants to support the project had been paid to the charity. This loan will be repaid through rental income from the café operator in the coming years.

Going concern

The Trustees have considered the charity’s ability to fulfil its financial obligations as they fall due over the coming 12-month period. In undertaking these considerations, Trustees have assessed a wide range of factors, including:

- The current availability of unrestricted and undesignated reserves;
- A cashflow forecast;
- Future planned income sources, the diversity of these sources, and the risks attached to each income source;
- Planned expenditure against this income;
- The risk assessment used to inform our updated reserves policy, including unforeseen spending commitments such as building maintenance and dilapidations, the financial impact of a further pandemic, cost of living increases, and our ongoing discussions with the administrators of the Age UK defined benefit pension scheme.

Having given due consideration to all these issues, Trustees have made a positive going concern assessment of our ability to continue trading throughout at least the next 12 months.

Further details regarding the adoption of the going concern basis can be found in the Accounting Policies section of the financial statements.

Plans for future periods

During the year, the Board confirmed a new charity strategy for 2022-25. This identified the following priorities:

Ending poverty – through the continued provision of our successful Information and Advice and Independent Living Co-ordination services.

Ending loneliness – by developing the activity programme at our Hillsborough site, and by seeking to raise additional funds to expand the capacity of our In Touch volunteer befriending service.

Supporting initiatives to increase the voice and representation of older people in developing local public policy.

Continuing to increase our retail, trading, and fundraising income, and diversifying our funding sources, to expand the availability of funding to support charitable activities.

This strategy is being delivered, with an increased focus on the retail and commercial side through the appointment in 2023 of a new senior management role of Income Generation Manager.

Initial plans are currently being made in preparation for the development of the next strategy, post-2025.



Charity structure, governance and management

Age UK Sheffield is a charity and registered company limited by guarantee, which is governed by a board of Trustees. Having formerly been an unincorporated charity since its registration in January 1981, the Charity transferred its assets to a ‘new’ charity, number 1108413 on 31 March 2005.

In 2022/23, the full Board met in full six times and held a strategic planning day. Our Finance and HR & Governance Groups have a scrutiny function and some delegated authority, and met quarterly in advance of full Board meetings.

Age UK Sheffield Enterprises Limited is a company wholly owned by Age UK Sheffield which is governed by a Board of Non-Executive Directors comprising up to three charity Trustees and up to two independent Directors, one of whom, Nick Ethelstone, chairs the Board. This trading arm engages in trading activity and makes donations to the Charity through the retail and corporate Gift Aid processes.

How we make decisions

A Scheme of Delegation is appended to the Charity’s Code of Governance, which describes the decisions which are reserved for the full Board, decisions that are delegated to sub-groups, and those which are delegated to the Chief Executive and Senior Management Team.

The Finance and HR & Governance Groups typically meet one or two weeks before full Board meetings to undertake a scrutiny function on behalf of the Board. They may make recommendations to the Board or specify issues which require full Board discussion.

The Scheme of Delegation was reviewed in July 2023.

Trustee recruitment, induction and training

The Board actively manages its composition to provide both stability and fresh ideas and thinking. Trustees are recruited for a three-year term and may serve up to three terms. In recent years it has been common practice for one or two Trustees to resign from the Board and one or two new Trustees to join the Board. In 2022/23, Emma Challans resigned from the Board whilst Colleen Dooney and Jason King joined as new Trustees.



Trustees are always recruited through an open process using a role description and person specification. Typically, Trustee vacancies are advertised in the summer every year, with a recruitment and selection process taking place in September and October. New Trustees are proposed to the November Board meeting, which they attend as observers, before appointments are made at the December Annual General Meeting.

Trustees receive a handbook which includes the Articles of Association, Code of Governance, and key policies and procedures including the Declaration of Interests policy. Trustees complete an induction which includes meetings with senior managers and shadowing of key frontline services.

During 2022/23, the Board participated in a Trustee appraisal process as part of the Board’s ongoing development process.

Senior management remuneration

The remuneration of all staff, including senior managers, is considered annually by the full Board. Proposals are considered at the September Board meeting and the pay award takes effect from 1st October. The senior managers during the year 2022/23 were the Chief Executive and the Chief Operating Officer.

The Age UK network

Age UK Sheffield is a local, independent charity. Our charitable objects are focused around provides services to older people in Sheffield and our Trustees are from Sheffield and the surrounding area. We are part of the federated Age UK network of charities, through which we have a Brand Partner Agreement with the national charity, Age UK. This gives all Brand Partners, including Age UK Sheffield, rights and obligations to work together for the benefit of older people in our shared network.

Part of our commitment to being an Age UK Brand Partner is to uphold excellent quality standards in the running of our charity and our service delivery to older people. We meet the Age UK Charity Quality Standard, which measures our effectiveness in a range of categories, including governance, finance, safeguarding, and health and safety, renewing our certificate during 2021/22.

We also hold the Age UK Information and Advice Quality Standard, which provides evidence of independence, impartiality, and service quality in the provision of information and advice services. Our most recent inspection came during a 2021/22 Covid-19 lockdown.

The covering e-mail which accompanied the report said:



Related parties

Up to three Trustees sit on the Board of our wholly-owned trading subsidiary, Age UK Sheffield Enterprises. The current Trustees on that Board are David Campbell and Tim Furness. Both make relevant declarations of interest at respective Board meetings.

Age UK Sheffield was a founding member of CASEwork Services CIC Ltd, which was established in September 2021. The joint venture company was established in partnership with four other local Age UK Brand Partners, to provide finance and other back office services to the owning charities as part of a cost-sharing group, and commercially to other charities and social enterprises.

Our Trustee, Sarah Fulton Tindall, and former Chief Executive, Steve Chu, are also Directors of CASEwork. For the full financial year, 2022-23, Steve Chu also held the role of Chief Executive of CASEwork on a part-time secondment from Age UK Sheffield.

We work with a wide range of other charities in the pursuit of our charitable objectives. We are members of the Age England Association and attend regional meetings with other Age UK Brand Partners. We also regularly work with other charities in Sheffield.

Trustees’ indemnities

The Trustees, as directors of the charitable company, have been granted a qualifying third party indemnity provision under section 234 of the Companies Act 2006. This does not provide cover in the event of a director being proved to have acted fraudulently or dishonestly.

List of financial supporters

We would like to thank everyone who supported the work of Age UK Sheffield during 2022/23, and give particular thanks for the financial support given by:

- Age UK
- Beighton Relief In Need Charity
- British Red Cross
- Hallamshire Golf Club
- Headley Trust
- HM Burdall Charity
- Marjorie Coote Old People’s Charity Fund
- The National Lottery Heritage Fund
- NHS South Yorkshire Integrated Care Board
- GPA1, Hillsborough, Network North, Peak Edge, Porter Valley and City & University Primary Care Networks
- Sheffield Area Kidney Association
- Sheffield Church Burgesses Trust
- Sheffield City Council
- Sheffield Town Trust
- Sir George Franklin Charity
- Sky
- South Yorkshire Community Foundation
- South Yorkshire Housing Association
- The Energy Saving Trust
- Westfield Health Charitable Trust
- Weston Park Cancer Charity
- Individual donors, fundraisers, customers, members and people leaving legacies to Age UK Sheffield

Trustees’ responsibilities statement

The Trustees (who are also directors of Age UK Sheffield for the purposes of company law) are responsible for preparing the Trustees’ report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements

unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the Group and of the incoming resources and application of resources, including the income and expenditure, of the charitable Group for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgments and accounting estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable Group will continue in operation.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company and the Group’s transactions and disclose with reasonable accuracy at any time the financial position of the charitable Group and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and the Group and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees’ report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charitable Group’s auditors are unaware, and
- That Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable Group’s auditors are aware of that information.

In preparing this report, the directors have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006 and the requirement to produce a strategic report.

This report was approved by the Trustees on 2 November 2023 and signed on their behalf by:

Mr David Campbell
Chair of Trustees

“ I am pleased to say you have fully demonstrated that you have met all the benchmarks, and successfully completed the Age UK I&A Quality Programme. It is clear from the report there are many strengths identified in your service, and that the service is very well organised and managed. The team show commitment and dedication to their customers, colleagues and to Age UK Sheffield. The mystery shopping showed that a very high level of customer service was reported and the Quality of Advice Assessment showed advice of a consistently high standard was being delivered. This is a fantastic achievement at any time, but you are to be commended for going through your assessment whilst adapting the service to respond so well to the pandemic. The assessor was particularly impressed by the organisation’s commitment to a customer centred approach, which was impressive and authentic, with the customer firmly at the centre.

Independent auditors’ report to the members of Age UK Sheffield

Opinion

We have audited the financial statements of Age UK Sheffield (the ‘parent charitable company’) and its subsidiary (the ‘group’) for the year ended 31 March 2023 which comprise the Consolidated Statement of Financial Activities, Consolidated and Company Balance Sheet, the Consolidated Statement of Cash Flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the group’s and the parent charitable company’s affairs as at 31 March 2023, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor’s responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC’s Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees’ use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company’s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees’ annual report, other than the financial statements and our auditor’s report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements or a material misstatement in the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees’ report (incorporating the directors’ report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees’ report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the group and parent charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report and the directors’ report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- the information given in the trustees’ report is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies’ exemptions in preparing the Directors’ Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the trustees’ responsibilities statement (set out on page 25), the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors’ responsibilities for the audit of the financial statements

We have been appointed auditors under the Companies Act 2006 and report in accordance with this Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor’s report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The charitable company is subject to laws and regulations that directly and indirectly affect the financial statements. Based on our understanding of the charitable company and the environment it operates within, we determined that the laws and regulations which were most significant included FRS 102, Companies Act 2006, Health and Safety regulations and the Charities Act 2011. We considered the extent to which non-compliance with these laws and regulations might have a material effect on the financial statements, including how fraud might occur.

We evaluated management’s incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to the posting of inappropriate journal entries to improve the company’s result for the period, and management bias in key accounting estimates.

Audit procedures performed by the engagement team included:

- Discussions with management and those responsible for legal compliance procedures within the charitable company to obtain an understanding of the legal and regulatory framework applicable to the charitable company and how the charitable company complies with that framework, including consideration of known or suspected instances of non-compliance with laws and regulations and fraud;
- Reviewing minutes of Trustee meetings;
- Identifying and assessing the design effectiveness of controls that management has in place to prevent and detect fraud and non-compliance with laws and regulations;
- Challenging assumptions and judgements made by management in their significant accounting estimates.
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations or posted by senior management.

There are inherent limitations in the audit procedures described above and the more removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we are to become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

A further description of our responsibilities is available on the Financial Reporting Council’s website at: www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor-s-responsibilities-for. This description forms part of our auditor’s report.

Use of our report

This report is made solely to the charitable company’s members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company’s members those matters we are required to state to them in an auditor’s report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company’s members as a body, for our audit work, for this report, or for the opinions we have formed.

Simon Bladen, Senior Statutory Auditor

for and on behalf of
Hawsons Chartered Accountants
Statutory Auditors
Pegasus House
463a Glossop Road
Sheffield
S10 2QD

Consolidated statement of financial activities

Year Ended 31 March 2023

		Unrestricted funds	Restricted funds	2023 Total	2022 Total
Note		£	£	£	£
Incoming resources					
Grants, donations and legacies	2	575,700	231,710	807,410	1,218,218
Charitable activities	3	1,331,447	123,357	1,454,804	1,074,652
Investments	4	2,126	-	2,126	79
Other income	5	166,518	-	166,518	1,200
Total incoming resources		2,075,791	355,067	2,430,858	2,294,149
Resources expended					
Raising funds		-	-	-	7,000
Charitable activities	6	1,843,265	351,436	2,194,701	2,154,935
Total resources expended		1,843,265	351,436	2,194,701	2,161,935
Net (outgoing)/incoming resources before transfers		232,526	3,631	236,157	132,214
Transfers between funds		(2,903)	2,903	-	-
Actuarial gains on defined benefit pension scheme		-	-	-	7,000
Net movement in funds		229,623	6,534	236,157	139,214
Funds brought forward		1,088,775	29,843	1,118,618	979,404
Funds carried forward		1,318,398	36,377	1,354,775	1,118,618

Balance sheets

31 March 2023

		31 March 2023		31 March 2022	
		Group	Company	Group	Company
	Note	£	£	£	£
Fixed assets					
Tangible assets	9	393,162	138,511	398,852	126,063
Investments	12	-	60,002	-	60,002
		393,162	198,513	398,852	186,065
Current assets					
Debtors	13	585,065	727,888	424,765	606,311
Cash at bank and in hand		811,875	724,719	768,886	609,004
		1,396,940	1,452,607	1,193,651	1,215,315
Creditors – amounts falling due within one year	14	(435,327)	(396,355)	(473,885)	(396,840)
Net current assets		961,613	1,056,252	719,766	818,475
Total assets less current liabilities		1,354,775	1,254,765	1,118,618	1,004,540
Net assets		1,354,775	1,254,765	1,118,618	1,004,540
Charity funds					
Restricted funds	16	36,377	96,597	29,843	90,063
Designated funds	17	142,153	-	102,459	-
Unrestricted funds	17	1,176,245	1,158,168	986,316	914,477
Total charity funds		1,354,775	1,254,765	1,118,618	1,004,540

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements. The income and expenditure account for the year dealt within the accounts of the Charity was a surplus of £250,225 (2022: a surplus of £21,091).

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 2 November 2023 and signed on their behalf by:

Mr David Campbell,
Chair of Trustees

Consolidated statement of cash flows

Year Ended 31 March 2023

	Note	2023	2022
		£	£
Cash flow from operating activities	19	74,099	654,097
Cash flows from investing activities			
Interest received		2,126	79
Payments to acquire tangible fixed assets		(33,236)	(906,520)
Net cash flow from investing activities		(31,110)	(906,441)
Net increase in cash and cash equivalents		42,989	(252,344)
Cash and cash equivalents at 1 April		768,886	1,021,230
Cash and cash equivalents at 31 March		811,875	768,886
Cash and cash equivalents consist of:			
Cash at bank and in hand	20	811,875	768,886
Cash and cash equivalents at 31 March		811,875	768,886

Notes on accounts

Year Ended 31 March 2023

1. Accounting policies

The following accounting policies have been used consistently in dealing with items which are considered material to the company’s affairs.

1.1 Statutory information

The Charity is a private company limited by guarantee, established by constitution on 13 January 1981 in England and Wales. The members of the Charity are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is 1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG and its registered number is 05207254. The nature of the Charity’s operations and principal activities are included in the trustees’ annual report.

1.2 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice. there has been no material departure from these standards.

The functional and presentational currency of the charity is GBP.

1.3 Going concern

At the date of signing these financial statements, the Trustees have reviewed the current financial position and future projections and believe this indicates that the group will be able to continue to operate for a period of at least 12 months beyond the signing date.

1.4 Basis of consolidation

The financial statements consolidate the accounts of Age UK Sheffield and its subsidiary undertaking (‘subsidiary’).

The Charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

1.5 Exemptions for qualifying entities

The charitable company has taken advantage of the exemption from preparing a statement of cashflows on the basis that it is a qualifying entity and the group cashflow statement included within these financial statements include the company’s cashflows.

The charitable company has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

1.6 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The legacies entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor’s intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.7 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the administration of the Charity and compliance with constitutional and statutory requirements.

Charitable activities and governance costs are costs incurred on the Charity’s operations, including support costs and costs relating to the governance of the Charity appointed to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

1.8 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

1.9 Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.10 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of the fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

- Short-term leasehold property - over remaining term of the lease
- Office equipment - 20% - 30% straight line
- Computer equipment - 33% straight line

1.11 Investments

Investments in subsidiaries are valued at cost less provision for impairment.

1.12 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.13 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.14 Impairment

Assets that are subject to depreciation or amortisation are assessed at each balance sheet date to determine whether there is any indication that the assets are impaired. Where there is any indication that an asset may be impaired, the carrying value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset’s carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset’s (or CGU’s) fair value less costs to sell and value in use.

1.15 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

1.16 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.17 Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight-line basis over the lease term.

1.18 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

1.19 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes. Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

1.20 Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

(i) Recognitions of legacy income
In applying the principals of SORP FRS 102 in relation to legacies, management make judgements relating to when the legacy income is recognised.

2. Income from grants, donations and legacies

	Unrestricted fund	Restricted fund	Total funds
	2023	2023	2023
	£	£	£
Donations and other grants	399,345	117,732	517,077
Legacies	140,982	-	140,982
Age UK	35,373	113,978	149,351
Total	575,700	231,710	807,410

	Unrestricted fund	Restricted fund	Coach House (restricted)	Total funds
	2022	2022	2022	2022
	£	£	£	£
Donations and other grants	274,245	-	716,053	990,298
Legacies	3,599	-	-	3,599
Age UK	151,858	98,083	-	219,941
Covid related grants	4,380	-	-	4,380
Total	404,082	98,083	716,053	1,218,218

Due to the nature of legacies, it is not always possible to determine the value of the legacy or the likelihood of it being received. In some instances, such legacies can be contested and, as such, the charity will not receive the income. The facts of each case are assessed individually to decide when the legacy should be recognised in line with the Charity's accounting policy and with SORP FRS 102.

(ii) Impairment of leasehold improvements

In applying the principals of SORP FRS 102 in relation to impairment of assets, management make judgements relating to the fair value of Leasehold improvements at each balance sheet date. Where there is any indication that an asset may be impaired, the carrying value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

3. Income from charitable activities

	Unrestricted fund	Restricted fund	Total funds
	2023	2023	2023
	£	£	£
Support in the Home	725,171	12,454	737,625
Group support	335,322	110,903	446,225
Information and Advocacy	270,954	-	270,954
	1,331,447	123,357	1,454,804

	Unrestricted fund	Restricted funds	Total funds
	2022	2022	2022
	£	£	£
Direct	25,012	-	25,012
Group Support	178,356	152,719	331,075
Support in the Home	481,315	146,336	627,651
Information and Advocacy	90,914	-	90,914
	775,597	299,055	1,074,652

4. Investment income

	Unrestricted funds	Total funds
	2023	2023
	£	£
Investment income	2,126	2,126

	Unrestricted funds	Total funds
	2022	2022
	£	£
Investment income	79	79

5. Other incoming resources

	Unrestricted funds	Total funds
	2023	2023
	£	£
Reimbursed expenses	166,518	166,518

	Unrestricted funds	Total funds
	2022	2022
	£	£
Reimbursed expenses	1,200	1,200

6. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds	Restricted funds	Total funds
	2023	2023	2023
	£	£	£
Premises costs	157,452	-	157,452
Administrative costs	374,749	86,904	461,653
Staff costs	1,129,522	251,401	1,380,923
Support costs (note 7)	181,542	13,131	194,673
	1,843,265	351,436	2,194,701

	Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds
	2022	2022	2022	2022
	£	£	£	£
Premises costs	62,499	-	6,076	68,575
Administrative costs	122,816	114,262	15,763	252,841
Staff costs	663,346	308,631	13,281	985,258
Support costs (note 9)	302,439	-	-	302,439
Impairment	-	-	545,822	545,822
	1,151,100	422,893	580,942	2,154,935

7. Allocation of support costs

	2023	2022
	£	£
Management & Business Support	139,679	220,690
Infrastructure	40,098	21,641
Development	14,896	60,108
	194,673	302,439

8. Governance costs

Included in support costs are governance costs of £35,354 (2022: £26,055).

9. Net income for the year

	2023	2022
	£	£
Depreciation	33,148	9,500
Impairment	-	545,822
Fees payable to the Company's auditors in respect of:		
The audit of the Company's annual accounts	13,200	11,000
All taxation advisory services	300	800
All non-audit services not included above	1,100	-

10. Staff costs

	2023	2022
	No.	No.
Average number of employees	81	64

No employee received remuneration amounting to more than £60,000 in either year.

The Trustees neither received nor waived any remuneration during the year (2022: £nil). No Trustees are accruing pension arrangements (2022: £nil). No Trustees were reimbursed expenses in either year.

The total amount of employee benefits received by key management personnel is £107,232 (2022: £105,126). Age UK Sheffield considers its key management personnel to comprise of their Senior Management Team.

	2023	2022
	£	£
Wages and salaries	1,265,556	1,053,198
Social security costs	87,682	70,230
Pension costs	34,615	40,432
	1,387,853	1,163,860

11. Tangible fixed assets

	Leasehold improvements	Office equipment	Computer equipment	Total
Group	£	£	£	£
Cost or valuation				
At 1 April 2022	910,108	119,255	62,949	1,092,312
Additions	-	2,756	30,480	33,236
Disposals	-	(5,779)	-	(5,779)
At 31 March 2023	910,108	116,232	93,429	1,119,769
Depreciation				
At 1 April 2022	547,997	103,190	42,272	693,459
Charge for the year	17,681	4,277	11,190	33,148
Eliminated on disposal	-	-	-	-
At 31 March 2023	565,678	107,467	53,462	726,607
Net book value				
At 31 March 2023	344,430	8,765	39,967	393,162
At 31 March 2022	362,111	16,065	20,677	398,853

	Short-term leasehold property	Office equipment	Computer equipment	Total
Charity	£	£	£	£
Cost or valuation				
At 1 April 2022	202,315	48,921	39,627	290,863
Additions	-	2,756	30,480	33,236
Disposals	-	(5,779)	-	(5,779)
At 31 March 2023	202,315	45,898	70,107	318,320
Depreciation				
At 1 April 2022	102,315	41,805	20,680	164,800
Charge for the year	3,332	487	11,190	15,009
Eliminated on disposal	-	-	-	-
At 31 March 2023	105,647	42,292	31,870	179,809
Net book value				
At 31 March 2023	96,668	3,606	38,237	138,511
At 31 March 2022	100,000	7,116	18,947	126,063

12. Fixed asset investments

	Investments in subsidiary companies
Charity	£
Cost or valuation	
At 1 April 2022 and 31 March 2023	60,002

Subsidiary name	Company number	Registered office	Class of share	Holding
Age UK Sheffield Enterprises Limited	02432642	1st Floor South Yorkshire Fire & Rescue 197 Eyre Street Sheffield South Yorkshire S1 3FG	Ordinary	100%

The financial results of the subsidiary for the year were:	Income	Expenditure	Loss for the year	Net assets
	£	£	£	£
Age UK Sheffield Enterprises Limited	401,240	(407,392)	(6,152)	(29,978)

13. Debtors

	Group 2023	Charity 2023	Group 2022	Charity 2022
	£	£	£	£
Trade debtors	418,830	365,964	271,104	248,214
Amounts owed by group undertakings	-	232,804	-	248,264
Other debtors	18,483	15,000	32,894	15,000
Prepayments and accrued income	147,752	114,120	120,767	94,833
	585,065	727,888	424,765	606,311

14. Creditors

	Group 2023	Charity 2023	Group 2022	Charity 2022
	£	£	£	£
Trade creditors	27,149	14,263	40,409	20,408
Amounts owed by group undertakings	-	-	-	-
Other taxation and social security	28,459	21,041	24,758	24,758
Other creditors	35,952	34,952	20,402	10,750
Accruals	86,131	72,702	91,002	66,724
Deferred income	258,636	253,397	297,314	274,200
	435,327	396,355	473,885	396,840

15. Deferred income

	Group	Charity
	£	£
Deferred income at 1 April 2022	297,314	274,200
Resources deferred during the year	(82,305)	(64,430)
Amounts released from previous years	43,627	43,627
Deferred income at 31 March 2023	258,636	253,397

Deferred income represents income deferred for contract funding received in advance and grant funding whose conditions will be met in future years.

16. Restricted funds

2023	Balance at 31 March 2022	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2023
	£	£	£	£	£
Crystal Peaks	330	-	(330)	-	-
SCC - Age HUB	974	11,250	(11,393)	-	831
SCC - PKW Community Wellbeing	663	36,903	(34,741)	(1,243)	1,582
SCC - PKW Social Prescribing	-	25,000	(26,243)	1,243	-
SCC - PKW Dementia	-	34,000	(32,741)	-	1,259
SCC - SDAA Dementia Friendly Sheffield	26,310	15,000	(14,680)	-	26,630
NHS - Porter Valley Transformational	1,566	12,453	(13,180)	-	839
NHS - Dementia People Keeping Well	-	5,000	-	-	5,000
NHS - GP Referrals	-	67,650	(68,891)	1,241	-
Age UK - Building Resilience	-	29,250	(29,650)	400	-
Age UK Scams Prevention	-	39,458	(39,699)	241	-
Age UK Bereavement	-	20,000	(19,764)		236
Age UK Walking Programme	-	3,333	(4,237)	904	-
Age UK MCST Programme	-	21,938	(22,007)	69	-
Energy Saving Trust	-	33,832	(33,880)	48	-
Total restricted funds	29,843	355,067	(351,436)	2,903	36,377

SCC - Age HUB	This fund is to support older people to have their say on local public policy.
SCC - PKW Community Wellbeing	This fund is to support people in South-West Sheffield to live healthy lives.
SCC - PKW Social Prescribing	This fund is to support GPs patients in South-West Sheffield with non-medical health interventions.
SCC - PKW Dementia	This fund is to support people living with dementia in South-West Sheffield.
SCC - SDAA Dementia Friendly Sheffield	This fund is to create a dementia-friendly city.
NHS - Porter Valley Transformational	This fund is to support GP patients in the Porter Valley neighbourhood with non-medical health interventions.
NHS - Dementia People Keeping Well	This fund is to support to people living with dementia.
NHS - GP Referrals	This fund is to support GP patients in Sheffield with non-medical health interventions.
Age UK - Building Resilience	This fund is to support older people who have experienced a life-changing event.
Age UK Scams Prevention	This fund is to support older people who have been scammed or are at risk of being scammed.
Age UK Bereavement	This fund is to support older people who have been bereaved.
Age UK Walking Programme	This fund is to support older people with long-term health conditions to become more active.
Age UK MCST Programme	This fund is to support older people with dementia.
Energy Saving Trust	This fund is to support older people who are in fuel poverty.

16. Restricted funds (continued)

2022	Balance at 31 March 2021	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Crystal Peaks	330	-	-	-	330
SCC - Age HUB	809	11,250	(11,085)	-	974
SCC - PKW Social Prescribing	10,564	25,000	(26,216)	(9,348)	-
SCC - PKW Community Wellbeing	1,839	36,903	(47,427)	9,348	663
SCC - PKW Dementia	2,767	30,000	(33,943)	1,176	-
SCC - SDAA Dementia Friendly	29,722	60,816	(64,228)	-	26,310
SCC - Dementia Advice Service	5,403	-	-	(5,403)	-
NHS - Porter Valley Transformational	78	49,812	(48,324)	-	1,566
Age UK - No Place Like Home	366	-	-	(366)	-
Age UK - Building Resilience	1,302	29,250	(30,642)	90	-
Age UK Scams Prevention	0	9,864	(11,146)	1,282	-
Age UK Walking Football	0	17,480	(17,480)	-	-
NHS - GP Referrals	627	67,650	(68,418)	141	-
Energy Saving Trust	3,519	30,239	(33,758)	-	-
Macmillan	1,078	28,874	(30,226)	274	-
SYHA Age Friendly	2,237	-	-	(2,237)	-
	60,641	397,138	(422,893)	(5,043)	29,843
Coach House	132,665	716,053	(580,942)	(267,776)	-
Total restricted funds	193,306	1,113,191	(1,003,835)	(272,819)	29,843

17. Unrestricted funds

2023	Balance at 31 March 2022	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2023
	£	£	£	£	£
Designated funds	102,459	97,000	(57,306)	-	142,153
General funds	986,316	1,978,791	(1,785,959)	(2,903)	1,176,245
Total unrestricted funds	1,088,775	2,075,791	(1,843,265)	(2,903)	1,318,398

2022	Balance at 31 March 2021	Incoming resources	Resources expensed	Transfer	Balance at 31 March 2022
	£	£	£	£	£
Designated funds	240,688	-	(55,341)	(82,888)	102,459
General funds	547,410	1,180,958	(1,097,759)	355,707	986,316
Pension reserve	(2,000)	7,000	(5,000)	-	-
Total unrestricted funds	786,098	1,187,958	(1,158,100)	272,819	1,088,775

18. Analysis of net assets between funds

2023	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible fixed assets	393,162	-	393,162
Current assets	1,360,563	36,377	1,396,940
Creditors due within one year	(435,327)	-	(435,327)
	1,318,398	36,377	1,354,775
2022	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Tangible fixed assets	398,852	-	398,852
Current assets	1,163,808	29,843	1,193,651
Creditors due within one year	(473,885)	-	(473,885)
	1,088,775	29,843	1,118,618

19. Reconciliation of consolidated net incoming resources to net cash flow from operating activities

	Group 2023	Group 2022
	£	£
Net incoming resources	236,157	132,214
Interest receivable	(2,126)	(79)
Net outgoing resources from operations	234,031	132,135
Depreciation	33,148	9,500
Impairment	-	545,822
Loss on disposal	5,779	-
(Increase)/decrease in debtors	(160,301)	(264,132)
Increase/(Decrease) in creditors	(38,558)	223,772
Pension adjustment	-	7,000
Net cash inflow from operating activities	74,099	654,097

20. Analysis of net debt

	1 April 2022	Cash flows	Non-cash movements	31 March 2023
	£	£		£
Cash at bank and in hand	768,886	42,989	-	811,875

21. Financial commitments

As at 31 March the annual commitments under non-cancellable operating leases were as follows:

	Group 2023	Company 2023	Group 2022	Company 2022
	£	£	£	£
Due within 1 year	50,483	15,233	35,645	4,770
Due within 1 to 2 years	95,585	48,844	82,483	-
Due within 2 to 5 years	1,500,000	-	1,628,753	-
	1,646,068	64,077	1,746,881	-

Included in the operating leases due later than 5 years is a lease entered into on 1 March 2021 in relation to the Coach House. The lease is for a term of 125 years, of which the first 25 years are rent free, followed by 100 years at £15,000 per annum. The Group has invested funds in renovating this property and this will be used in furtherance of its activities. A sub-lease was signed in March 2022 which rents part of this property to a third party for an annual base rent plus turnover rents.

As at 31 March 2023 the company and the Group had capital commitments of £nil (2022: £nil).

22. Pension commitments

The Group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Group in an independently administered fund. The pension cost charge represents contributions payable by the Group and amounted to £34,615 (2022: £40,432).

During the year the charity left the Age UK group defined benefit pension scheme.

23. Related party transactions

Transactions with trustees are disclosed in note 10.

The financial results of Age UK Sheffield Enterprises Limited as disclosed in note 12 of these financial statements.

During the year the Group entered into a partnership with CASEwork Services CIC Ltd to provide administrative services to the Group. The Group supported the establishment of the company through a provisional loan of £15,000. The amount of this loan outstanding at the year end is £15,000. Interest of £495 (2022: £Nil) was received during the year and the balance will be repaid over a 10 year period as the company grows.

During the year CASEwork Services CIC Ltd charged the Group amounts totalling £37,787 (2022: £14,415) for the provision of financial services. The amounts still outstanding at the year end total £nil.

Our Trustee, Sarah Fulton Tindall, and Chief Executive, Steve Chu, are also Directors of CASEwork. Since November 2021, Steve Chu has also held the role of Chief Executive of CASEwork on a part-time secondment, initially on an interim basis and substantively since April 2022.

There were no other related party transactions outside of the Group during the current or prior year, nor are there any outstanding balances owing between other related parties outside of the Group at either Balance Sheet date. Group transactions and balances have been eliminated on consolidation.

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Age UK Sheffield, First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG

www.ageuk.org.uk/sheffield

Accounts

Ending older people's loneliness



Age UK Sheffield Annual report 2021/22

www.ageuk.org.uk/sheffield

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Reference and administrative details of the Charity, its trustees and advisers

For the year ended 31 March 2022

Trustees	Mr David Campbell, Chair Ms Emma Challans (resigned 2 September 2022) Mr Graham Duncan (resigned 19 October 2021) Ms Sarah Fulton Tindall Mr Tim Furness Mr Stephen Naylor (appointed 4 November 2021) Ms Melanie Perkins Ms Naomi Sampson Mr Nigel Smith (resigned 9 December 2021) Mr Liton Ullah (resigned 9 December 2021) Ms Lisa Whitworth (appointed 4 November 2021)
President	Mr Nick Hutton MBE
Vice-Presidents	Mr Graham Moore MBE & Mrs Ruth Wilson
Company registered number	05207254
Charity registered number	1108413
Registered office	First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG
Senior management team	Mr Stephen Chufungleung, Chief Executive and Company Secretary Ms Teresa Barker, Chief Operating Officer
Independent auditors	Shorts, Chartered Accountants, Cedar House, 63 Napier Street, Sheffield, South Yorkshire, S11 8HA
Bankers	Barclays Bank plc, Sheffield, South Yorkshire, S1 2HN
Solicitors	Knights plc, Commercial House, 14 Commercial Street, Sheffield, South Yorkshire, S1 2AT

Chair’s statement

The chairman presents his statement for the year.

The year from April 2021 to March 2022 was a truly exceptional one for our charity. Like many charities, we were still responding to the increased needs, and increased complexity of needs, arising from the Covid pandemic. In parallel, we were also moving into a recovery and “new normal” phase, attempting to re-establish our trading activities (our paid-for services and charity shops).

As a charity, Age UK Sheffield has weathered the storm of the pandemic well. Our services continue to evidence high levels of impact and public benefit for older people in Sheffield. Financially, we remain in a healthy position to face the new headwinds resulting from the energy crisis.

Importantly, we successfully re-tendered for the dementia services we operate which are commissioned by Sheffield City Council, expanding the remit of the Specialist Dementia Advice Service and extending our Dementia Wellbeing Centre from one site to three.

Our long-term ambitions to complete a £1 million National Lottery Heritage Funded project to develop a derelict, listed building as a public café, and two neighbouring premises as activity spaces, came to fruition. We now finally have use of buildings in which to deliver an exciting range of activities, and a new income stream from the café.

The cost of living crisis will have a huge impact on thousands of older people in Sheffield this winter. Now, more than ever, it is vital for Age UK Sheffield to be a strong and effective charity to meet the ever-growing needs. As always, we thank our passionate and compassionate staff and volunteer team for their tremendous, ongoing work supporting older people to live independently in our city.



David Campbell
Chair

3rd November 2022

“As a charity, Age UK Sheffield has weathered the storm of the pandemic well. Our services continue to evidence high levels of impact and public benefit for older people in Sheffield.”

Trustees’ report



The Trustees present their annual report together with the audited financial statements of the Age UK Sheffield for the year 1 April 2021 to 31 March 2022.

The Annual Report serves the purposes of both a Trustees’ report and a directors’ report under company law. The Trustees confirm that the Annual Report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company’s governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the group and the Charity qualify as small under section 383 of the Companies Act 2006, the Group Strategic Report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors’ Report) Regulations 2013 has been omitted.



Objectives and activities

Charity objectives and activities

Age UK Sheffield's articles of association list the charity's objects as "to promote...the benefit of the public and/or older people" within Sheffield and the surrounding area. By "older people" we mean that we primarily support people aged 50 and over, with two-thirds of our beneficiaries being aged 70 or over.

Our vision is:

"For a city in which no older person lives in poverty or loneliness."

Our mission in pursuing that vision is helping older people to:

"Live better lives in the best health possible."

The main activities we are involved in to further our charitable objects are in providing:



Free and impartial information and advice services, which are independently accredited. Increasing benefit income is the greatest customer need in this service and takes hundreds of people out of poverty every year.



Volunteer befriending support to reduce ongoing loneliness.



A home support service meeting individual added support needs.



Independent living co-ordination services, helping people to live well at home and reduce demand on the local health and social care system. This holistic support addresses poverty through benefits checks, and loneliness through onward referrals, as part of a wider package of support.



Local activities, where resources are available to meet community needs.



Supporting voice and representation initiatives for older people.



Dedicated dementia services, supporting older people and organisations.

Public benefit statement

As charity Trustees, we confirm we have regard to the Charity Commission's public benefit guidance, which we fulfil through the activities we deliver in pursuit of our objectives. We aim to provide benefits and minimise harm to older people in Sheffield, and our services and activities are open and accessible to all.

Charity aims

We aim to deliver our objectives and activities through a holistic, person-centred approach, supporting older people to achieve their needs and wants, and empowering them to maintain their independence. We may do this by enabling people to increase their financial, physical and mental health and wellbeing, through, for example, increasing benefits claimed, supporting claims for aids and adaptations to the home, and connecting people to local services and resources.

This has benefits for the individual older people we support; their family carers; and the wider community by reducing demand on statutory services.

How our activities further our legal purpose

All our activities seek to further our charitable aims, whether directly providing services to older people, providing professional support and advice to organisations which work with older people, campaigning and lobbying for policies which promote ageing well, or engaging in income generation activities to increase our resources to deliver charitable services.

Strategies to achieve our aims and objectives

The last year saw the end of the delivery of our 2018-21 strategy, which has largely been successfully delivered. Among the key successes in delivering this three-year strategy were:

- Successfully bidding for grant and contract income to increase the size of our Independent Living Co-ordinator team, and consequently the number of older people we could support;
- Extending our Wellbeing Centre provision for people living with dementia. We were delighted to be successful in a re-tendering process for Sheffield City Council contracts for dementia services, expanding our Wellbeing Centre to two additional sites from February 2022. We were also successful in re-tendering to delivery the Council's Specialist Dementia Advice Service;



- We successfully delivered our £1m project to redevelop two buildings in Hillsborough Park, through National Lottery Heritage Fund grants totalling £631,200, and £325,000 in other capital grants from six different funders. The Grade II-listed Coach House building opened as a public café in February 2022. We have sub-contracted the café operation to The Depot Bakery through our trading subsidiary, to bring in commercial rental income which we will use to support our charitable services. As part of this project, we also refurbished the neighbouring Potting Shed and re-opening it as the Bradbury Makers' Shed, in which we will deliver a wide range of creative activities to further our charitable objects.

- In partnership with four other local Age UK Brand Partners, in September 2021, we established a new, joint-venture company, CASEwork Services CIC Ltd. This company is now providing us with finance services. We aim to develop this social enterprise to provide a wide range of back office services to other charities throughout the UK, operating on a not-for-profit basis and supporting our charity’s ability to focus its efforts on delivering excellent older people’s services.



At the start of the 2018-21 strategy, we had intended to significantly expand our paid-for charitable “At Home” service, which provides bespoke support to address identified older people’s day-to-day needs such as cleaning, shopping, and transport. This service was significantly affected by the Covid-19 pandemic and we have refocused our aims for the service to ensure high service quality and a person-centred service is prioritised over a high volume of activity.



Criteria for measuring success

By focusing our attention on delivering personalised services, the specific success measures for each person we support are dependent on their individual needs.

At a wider charity level, there are many ways in which we measure the success of our work, including:

- Number of people supported;
- Number of needs they have identified which we supported them to achieve;
- Increased benefit income; and
- Improvements measured through the Outcomes Star for independent living.

Our continuous improvement procedure monitors customer satisfaction with our services, and our Trustees receive quarterly customer compliments and complaints reports. As a learning organisation, we treat all complaints as an opportunity to improve.

We provide quarterly output and outcome reports to project funders and contract commissioners, detailing how we have delivered our services against any grant conditions or performance monitoring requirements. We take huge pride in delivering service quality of the highest standards and hold numerous external and independent assessments of our quality standards:

- Age UK Charity Quality Standard (renewed August 2021)
- Age UK Information and Advice Quality Standard (renewed March 2021)
- The Advice Services Association’s Quality Standard
- ISO9001
- CHAS (Contractors’ Health and Safety Standard)

Social investment policies

We do not make any social investments.

Grant-making policies

Through our involvement in the Sheffield City Council People Keeping Well in the Community programme, we lead the partnership for the South-West Sheffield area. The grant funding we receive from the Council for this initiative requires us to make small, community grants of up to £500, to fund community-level health and wellbeing activities. Applicant organisations in the designated area apply to us to receive a community grant to fund capital items or ongoing activities, such as table tennis, litter-picking, and creative writing.

The South-West Sheffield People Keeping Well partnership makes decisions about which applications they wish to support, and we administer the grant-making process. These are the only grants we make.

Volunteer involvement

We have over 200 registered volunteers supporting a wide range of our charitable activities, including our Dementia Wellbeing Centres and cafes, our “In Touch” befriending programme, helping older people to get online and use the internet safely, and our retail shops. We could not deliver such a wide range of charitable activities without our volunteers and we are extremely grateful to them all.

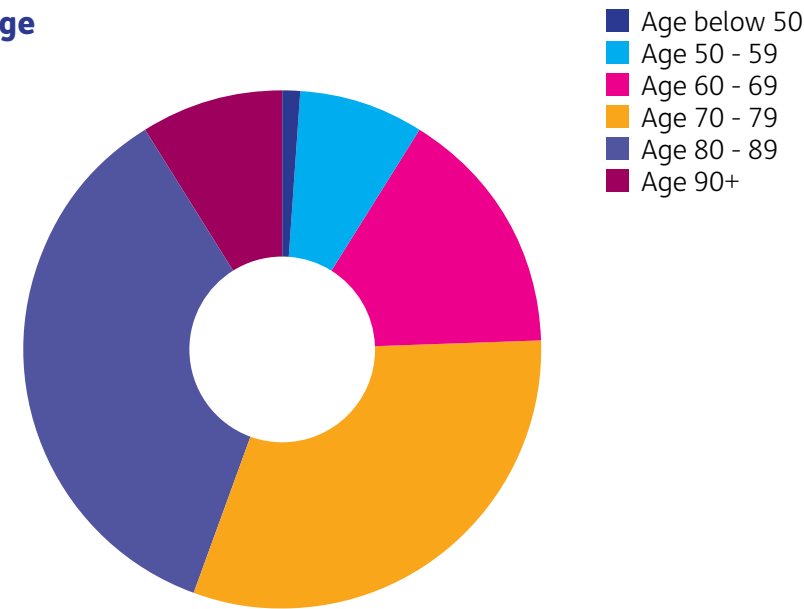


Achievements and performance

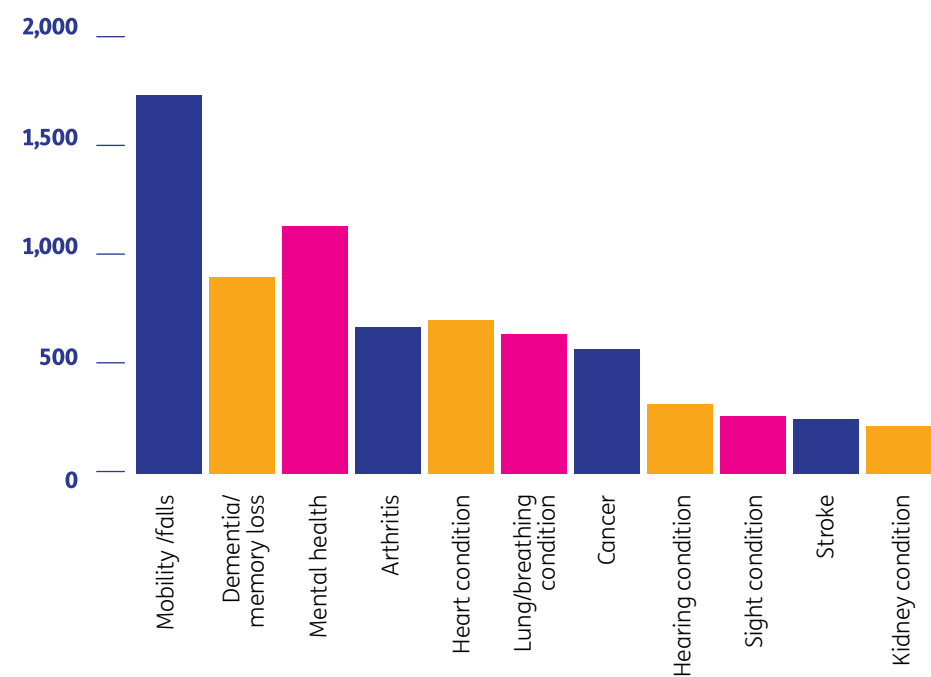
Charity achievements and performance

During 2021/22, we provided services to 5,078 people, including taking on 3,295 new cases for people who required our support. We supported those people to increase their income by a total of £2,645,912 in the first year, by claiming the additional benefits they were entitled to.

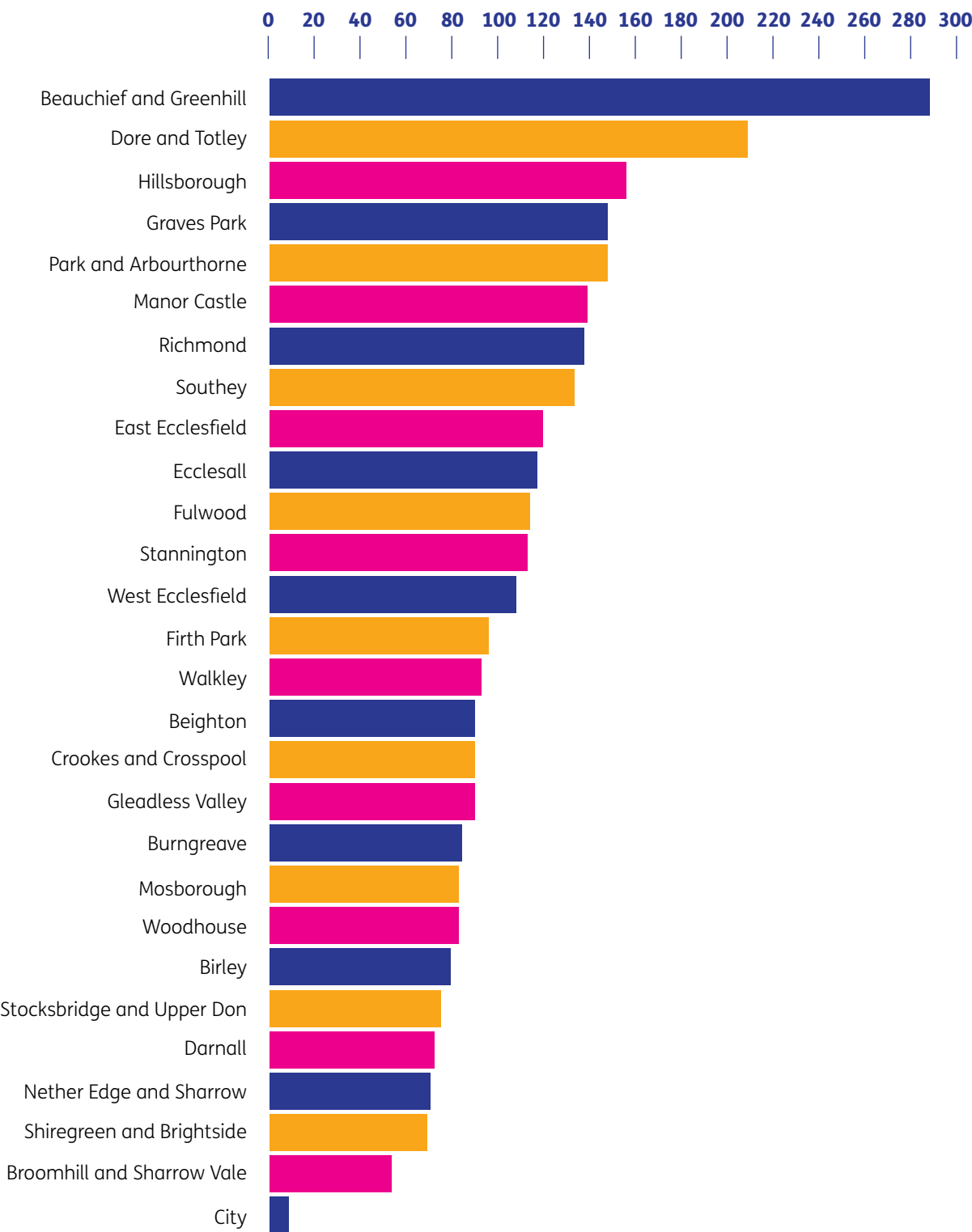
2021/22 customers by age



2021/22 customers by health condition



2021/22 customers by ward



Free independent information and advice

This is our largest service by volume, offering anyone aged 50 or over free and impartial advice. The service is independently quality-accredited through the Age UK Information and Advice Quality Programme.

During 2021/22 we took on 1,780 new cases, addressing a total of 3,671 needs identified. The majority were people living in poverty who needed benefits advice. There was also extensive demand for advice on community care needs, such as support in the home.

Of the customers who disclosed their age, one-third were aged 70-79, with another 32 per cent aged 80-89.

By the end of the year, we calculated that our Information and Advice service had helped older people to claim an additional £1,023,101 in annual benefit income that they weren't previously claiming but will now receive for the rest of their lives, plus a further £541,395 income in arrears.

Mildred's story

Mildred (not her real name) was aged 81, living alone in Council accommodation, with multiple health conditions. She had to strip wash because she could not get in and out of her bath and had difficulty using the steps at the front and back of her home.

We supported Mildred to successfully apply for Attendance Allowance at £89.60 per week (£4,659 per annum), plus £627.20 backdated. Her pension credit was also increased by £67.50 per week (£3,510 per annum), plus £1,030 backdated. We also referred Mildred for a disabled facilities grant to create safe access to a shower and grab rails at the front and back doors.

“Your support has been amazing. I never thought I would get to a point where I didn't have to worry about debts.”

“I cannot tell you how nice it is to be able to have a shower without worrying I am going to fall and hurt myself. Your service has really helped me to get my life back.”



Photo for illustrative purposes only, and not the actual case study.

Independent Living Co-ordination (ILC)

Our ILC service is our flagship service which is targeted at people with multiple long-term health conditions who are most at risk of unplanned hospital admissions or otherwise losing independence. All ILC customers begin their service with a 2-3 hour guided conversation to establish all their needs, including health, financial, social, emotional, and housing support.

During this conversation, our ILC will co-produce a personalised independence plan with the customer to document their needs and discuss ways in which they can be met. We will discuss options, encouraging and empowering the customer to work on resolving the issues they feel able to, whilst supporting them with tasks such as applying for benefits or liaising with other professionals. We will aim to close most cases within 3-6 months, depending on whether the needs initially identified have been met. On average, 93-95% of ILC customer needs are met when their case is closed. Most customers are in a much better position to live independent lives but they are reassured they can contact us again if their situation changes.

Our ILC service is funded through a range of grants and contracts, including from NHS Sheffield Clinical Commissioning Group, individual GP Neighbourhood networks, and our partners at Weston Park Cancer Charity.



Photo for illustrative purposes only, and not the actual case study.

“I didn't want to come to you for support because I felt too young. I often feel people won't understand the cultural differences – I'm English but Jamician at heart. You have helped me in more ways that I could imagine. I push myself to go out every day now, even when I don't feel like it.”

Sheila's story

Sheila (not her real name) was a 79-year-old woman who lived in a large, detached house in the S11 post code area, a generally affluent part of the city. However, after being admitted to hospital after a fall, Sheila could not be discharged because her house did not have a working boiler or central heating (and hadn't done for five years) and her roof was leaking. She had no money to pay for repairs and her family and friends were not aware of the situation in which she was living. She had been burning paper and plastic bags on an open fire for warmth. To wash, she boiled a kettle in the kitchen and carried it upstairs to pour into the bath. Her electrical sockets were overloaded with fan heaters and buckets collected rainwater from the leaking roof.

We supported Sheila to access a range of grants to fix her roof, obtain a replacement boiler and have aids and adaptations fitted in her home (she had previously had a stroke and falls), and liaised with contractors to get the house repairs carried out. We supported her with day-to-day needs when she was discharged to a care home whilst her improvement works were done. We liaised with a range of services to support her to be independent after returning home, including Sheffield Community Transport, personal alarms, assisted waste collection, and prescription deliveries. We obtained further grants to pay for a replacement cooker and carpets, and supported Sheila to access Attendance Allowance and increased Pension Credit, improving her income by over £8,000 per year.



Photo for illustrative purposes only, and not the actual case study.

“Your support has made all the difference in the world to me. Having my first bath in months and months was just bliss. I no longer worry about how much it is costing me to heat my home.”

Dementia services

This was a landmark year for the expansion of our dementia services:



Our long-term Dementia Wellbeing Centre in Norfolk Park was awarded a new, five-year Council contract;



In addition, we won further contracts to open new Dementia Wellbeing Centres in Hillsborough Park, and Botanical Gardens;



We also won a new contract to deliver a weekly Young Onset (50-64) Dementia Wellbeing Centre, in addition to our existing Young Onset Hub;



Our specialist advice service, Dementia Advice Sheffield, was recommissioned expanded to include customers and family members, as well as professionals and volunteers; and



We were awarded a further grant to continue our support for Sheffield Dementia Action Alliance.

Ivor's story

Ivor started attending our Norfolk Park Dementia Wellbeing Centre in March 2021 after being diagnosed with dementia. He is Icelandic and has previously held Clinical Psychologist roles in local hospitals. Ivor's condition worsened during the Covid pandemic; because he and his wife, Sally, had both had cancer, they shielded at home, and Ivor spent long periods of time looking at this phone or "zoning out" in front of the TV. Ivor had worked in day centres and Sally was concerned he may be distressed or embarrassed about attending one.

Now she says that their lives have changed in just three months. Ivor has "got a big smile back on his face" again and Sally is able to teach Tai Chi every Thursday when Ivor is at the Wellbeing Centre. He loves talking to staff and volunteers about this career and the books he had written on walks around Nether Edge. He is able to walk in Norfolk Park, get involved in silk painting, and has created his personal music playlist, which is on the wall.



Photo for illustrative purposes only, and not the actual case study.

In Touch

Our volunteer befriending service has grown since beginning in 2018, and we are now supporting 100 older people. We take care to really understand every In Touch beneficiary, and to match them with volunteers who we believe has similar interests.



Photo for illustrative purposes only, and not the actual case study.

Mary's story

Mary (not her real name) was referred to the Porter Valley in Touch service after working with our ILCs, when they noticed she was socially isolated. She had moved to Sheffield to be closer to her son just before the first lockdown happened, and didn't know anybody else in the city. Mary suffers with a urinary incontinence that meant she no longer felt confident to leave her home without her son, and would go days without leaving her flat.

Mary admitted herself that her confidence and life has changed significantly since she had started meeting with our volunteer. It has been nearly 6 months and they now attend the local café and

treat themselves to a bacon butty/sandwich once a week, and have more evening walks planned as the summer evenings get longer. This confidence has also led to Mary now going for walks with her neighbour during the week and talking about her main passion which is folk music.

More case studies about a specific part of our In Touch service which focused on the Porter Valley neighbourhood can be viewed at:

<https://youtu.be/h5g0V2l6qM8>

At Home with Age UK Sheffield

Our paid-for, not-for-profit, help at home service fills a gap in the market with a hugely important offer. To us, it's not just helping with someone's cleaning, shopping or transport needs; it's part of our commitment to keeping them safe and well at home.

Sylvia's story

Sylvia (not her real name) was aged 77, registered blind, and living with terminal cancer. She lives with her friend, who is deaf, and they manage by being each other's senses. We were asked to support Sylvia to manage her correspondence, and found a recent letter related to a previous £20,000 investment in fine wines she had made decades ago. The letter was "invoicing" Sylvia for £1,227 to retrieve cash from invested wines and close her account.

Our At Home worker phoned the company and uncovered an elaborate, but highly believable, scam. With Sylvia's agreement, we reported the matter to the Police, and supported her to receive professional advice to realise her investment. We also put a call blocker on her phone and referred her to Victim Support.



Photo for illustrative purposes only, and not the actual case study.

“Bev has become my rock in such a short space of time. I trust her because she is so caring about my needs.”

Weston Park Cancer Charity

We partner with like-minded charities to work together to meet our shared objectives. Since 2016, Weston Park Cancer Charity has funded two Independent Living Co-ordinators to support people living with cancer, and their family members, in Sheffield.

Bill's story

87-year-old Bill (not his real name) was referred to our Weston Park Cancer Charity service by a hospital social worker after his wife, Jean, died of breast cancer. He was not coping and his only sister could not visit due to Covid restrictions. Jean had done all the practical tasks and Bill didn't know how to cook or use the washing machine.

Our ILC visited Bill the day after the referral and helped him to contact the Registry Office, a funeral director, and use the Tell Us Once service to notify Government departments. Seeing Jean's equipment and medication around the house was upsetting Bill so we arranged for it to be taken away. Over the next few weeks, at Bill's pace, we helped him to contact utility providers, insurance companies and banks to change account names and direct debits. Bill's mobility was very poor and we arranged for grab rails to be urgently installed.

Bill did not want carers in the house so we supported him to learn to use the microwave and washing machine. We supported him to apply for Attendance Allowance and Council Tax discount, increasing his income by £5,000pa.



Photo for illustrative purposes only, and not the actual case study.

“ I just didn't know where to start as Jean had always sorted everything out. I would have been in a right mess without you. ”



Retail

Our first charity shops opened in autumn 2019 as part of our longer-term strategy to replace lost income from our former insurance business, and to diversify our income sources. In October 2021, we opened our third shop in Broomhill. As well as generating important commercial income, our shops are an important front door to Age UK Sheffield services to an additional customer base.



Hillsborough Park

After a five-year development period, our new, Lottery-funded facilities opened in spring 2022. The Grade II-listed Coach House, which we rescued from dereliction, is now trading successfully as a public café, operated by the Depot Bakery, and bringing in important commercial income for our charity. We refurbished the neighbouring Potting Shed and reopened it as the Bradbury Makers' Shed, in which we are delivering an exciting range of creative activities. And we are also managing the nearby Pavilion building, which is one of our additional Dementia Wellbeing Centre sites, and the home of our performing arts and physical activity sessions.



Financial review

Our financial outturn for 2021/22 has a bottom line showing a surplus of £139,214. This is an excellent outcome in a highly unusual year, and it is important to break that surplus down to understand that the underlying operating financial performance, which was of a broadly balanced day-to-day budget.

Fundraising activities and income generation

Our main sources of income are contracts and grants to support our Independent Living Co-ordination work with vulnerable older people. We have continued to experience success in bidding for this work, adding a new GP Neighbourhood (Peak Edge) to our health-related funders, and starting delivery of a new Scams prevention project in partnership with Age UK. We have also been successful in retaining existing grant and contract funding for Independent Living Co-ordination work. With over ten different funders of this service, our income sources are diversified, our risks are balanced, and our team continues to grow.

The new dementia contracts we have won through the year significantly increased our provision of dementia Wellbeing Centres and specialist dementia advice. Our paid-for At Home service achieved its income generation targets. We opened a third charity shop, on Fulwood Road, Broomhill. Our retail shop operation is still in the early stages of development. The shops are profitable overall but currently has reliance on the shop at Twentywell Lane, Bradway, for the majority of its income and profitability.

Our new facilities in Hillsborough Park further add to our income diversity, with rental income from the café operator and then opportunity to earn further income from individuals and groups using our activity spaces. As noted above, our income for the year is higher than in previous years due primarily to the capital grants we received from the National Lottery Heritage Fund for this project.

A complete list of our grant funders can be seen on page 21 of the report.

During 2021/22, we surpassed the income generation targets which were set in the budget, enabling us to deliver a small day-to-day operating surplus when we had budgeted for a loss.

Expenditure overview

The vast majority of our spending continues to be on staff to deliver services to older people.

We work hard to keep our overheads as low as possible, to maximise the impact we can have directly on service delivery.

During the year, we had significant capital expenditure on our new £1 million facilities in Hillsborough Park. These were funded by National Lottery Heritage Fund grants throughout 2021/22, other capital grants which we have received as income in previous years, and funds which have previously been designated by our Trustees to deliver this project.

We also had around £40,000 of capital expenditure to deliver our third charity shop, on Fulwood Road in Broomhill.

Cash position

As at 31 March 2022 the Charity had a cash balance of £768,886 on a consolidated basis (2021: £1,021,230).

Fixed assets

Following the completion of our National Lottery Heritage Fund project, we now hold two buildings in Hillsborough Park on 125-year leases. The improvement costs have been added to our fixed asset register following professional valuations and an assessment of the increase in the value of the buildings through our capital project against the actual capital expenditure.

Restricted/designated funds

Following the completion of our Lottery project, we only have small amounts of restricted and designated funding in reserves:

- Restricted funding which has been underspent from our People Keeping Well and Sheffield Dementia Action Alliance grants. It is planned that these will be spent within two years.
- Designated funding to support the delivery of our ILC and Information and Advice services. It is planned that these will be spent within two years.

Significant events

There were no significant events that materially affected our financial position.

Investment policy

We do not hold any significant investments outside of our group of companies.

During 2021/22, in partnership with four other local Age UK Brand Partners, we established a new social enterprise company, CASEwork Services CIC Ltd to provide back office services to five Age UK charities, and to others. We supported the establishment of this company through the provision of a £15,000 loan. It is intended that this will be repaid within ten years, as the company grows.

Risk management

Our risk assessment and risk register are reviewed and updated on a quarterly basis and scrutinised by our HR and Governance Group. This review includes a written update on the current position of each risk and a review of the likelihood and impact scores, and any further control measures required. New risks are added and existing risks closed, to ensure the risk assessment remains and live document which informs our strategy development and work programme. The full Board reviews the risk assessment once per year, or individual risks may be escalated to the Board periodically by the HR & Governance Group.

In April 2022, the highest scoring risks on our risk register were as follows:

Financial risks

A risk relating to income generation activities at our new Hillsborough facilities. Budgeted income for 2022-23 is based on estimates of how well these facilities will perform, not on past performance. Therefore, it is not known whether these estimates are realistic. Control measures include producing and implementing a plan of income generation for the year and regular monitoring of income.

A general risk relating to income generation from trading activities and fundraising, as it is believed that these budgeted income generation targets for the year are more challenging than in previous years, and will need some dedicated focus to achieve. Control measures relate to having an annual plan and carrying out regular monitoring.

Operational risks

Risks relating to the fact that we are new operators of facilities in Hillsborough Park, and there are existing users and stakeholders with whom we must work well and co-operate with. The key risk control measures are

to proactively and positively manage these stakeholder relationships, seeking to resolve issues before they develop, and being open and transparent in communications.

Risks relating to the demand on our Information and Advice and Independent Living Co-ordination services, due to the level of need from older people in the city. We seek to control these risks by making judgements on the extent to which we promote our services, managing customer expectations, and using priority assessment tools to ensure our limited capacity is targeted to support the people most in need of our services.

List of financial supporters

We would like to thank everyone who supported the work of Age UK Sheffield during 2021/22, and give particular thanks for the financial support given by:

- Age UK
- Abbeydale Golf Club
- Arthur Lee Trust
- Beauchief Golf Club
- Bernard Sunley Charitable Foundation
- Dore & Totley Golf Club
- HM Burdall Charity
- John Lewis
- Macmillan Cancer Support
- Marjorie Coote Old People’s Charity Fund
- The National Lottery Heritage Fund
- NHS Sheffield Clinical Commissioning Group
- GPA1, Hillsborough, Network North, Peak Edge and Porter Valley GP Neighbourhoods
- Sheffield Area Kidney Association
- Sheffield Church Burgesses Trust
- Sheffield City Council
- Sheffield Hallam University
- Sheffield Town Trust
- Sickleholme Golf Club
- Sky
- South Yorkshire Community Foundation
- The Energy Saving Trust
- The Bradbury Foundation
- The Clothworkers Foundation
- Westfield Health Charitable Trust
- Weston Park Cancer Charity

Individual donors, fundraisers, customers, members and people leaving legacies to Age UK Sheffield.

Reserves policy

In July 2022, our Board updated the reserves policy to change towards a risk-based approach which analysed a wide range of capital, buildings-related, service delivery and staffing risks, and their likelihood of being realised. Based on this assessment, the Trustees set their target range for free reserves at between £350,000 and £500,000.

At 31 March 2022, Age UK Sheffield’s free reserves (unrestricted funds excluding designated reserves) were £986,316, compared to £547,410 in the previous year. The Board is considering a range of options to bring free reserves back within the target range, such as making short-term investments in supporting service delivery activities, particularly during the current cost of living crisis (partly through having set a deficit budget for 2022/23); and long-term investments in extending our chain of retail shops. It anticipates that these investments will bring the reserves back within the target range during 2024/25.

Factors likely to affect future performance

As with all businesses which are trading in the current economic environment, we are constantly assessing the impact of inflation and rising costs on our budgets. At this stage we do not have any significant concerns in this respect.

Pension liabilities

Age UK Sheffield has, for at least 17 years, been part of a national Age UK defined benefit pension scheme. In recent years, only one Age UK Sheffield pensioner has been a beneficiary of this scheme and we have made monthly payments into it.

Following a review by the Trustees of the national scheme, we are in discussions over our continued involvement in it. Should it be mutually agreed that we leave the scheme, there may be a financial liability for the charity. This has been calculated as part of the review of our reserves policy this year, and provision has been made in the calculation of our target reserves range.

Our trading subsidiary

In 2019, the charity invested in our trading subsidiary to fund the capital start-up costs of our retail operation. This £60,000 initial investment is being repaid over time through the retail gift aid scheme. The following retail gift aid payments have been made to date:

- 2019/20 - £3,766
- 2020/21 - £9,220
- 2021/22 - £63,447

In 2021/22, the charity made a short-term loan of £120,000 to the trading subsidiary to support the completion of the Coach House Lottery project in Hillsborough Park. This was because the trading subsidiary delivered the redevelopment of the Coach House but some of the capital grants to support the project had been paid to the charity. This loan will be repaid through rental income from the café operator in the coming years.

Going concern

The Trustees have considered the charity’s ability to fulfil its financial obligations as they fall due over the coming 12-month period. In undertaking these considerations, Trustees have assessed a wide range of factors, including:

- The current availability of unrestricted and undesignated reserves;
- A review of the cash position;
- Future planned income sources, the diversity of these sources, and the risks attached to each income source;
- Planned expenditure against this income; and
- The risk assessment used to inform our updated reserves policy, including unforeseen spending commitments such as building maintenance and dilapidations, the financial impact of a further pandemic, cost of living increases, and our ongoing discussions with the administrators of the Age UK defined benefit pension scheme.

Having given due consideration to all these issues, Trustees have made a positive going concern assessment of our ability to continue trading throughout at least the next 12 months.

Further details regarding the adoption of the going concern basis can be found in the Accounting Policies section of the financial statements.

Plans for future periods

During the year, the Board confirmed a new charity strategy for 2022-25. This identified the following priorities:

Seeking to end older people’s poverty in Sheffield – through the continued provision of our successful Information and Advice and Independent Living Co-ordination services.

Seeking to end older people’s loneliness in Sheffield – by developing the activity programme at our Hillsborough site, and by seeking to raise additional funds to expand the capacity of our In Touch volunteer befriending service.

Supporting initiatives to increase the voice and representation of older people in developing local public policy; and

Continuing to increase our retail, trading, and fundraising income, and diversifying our funding sources, to expand the availability of funding to support charitable activities.

In developing this strategy, Trustees considered the outcomes from their previous 2018-21 Strategy and held a Board development workshop exploring the opportunities and challenges of community fundraising, delivered by Moore Kingston Smith. Specific actions have been identified to deliver the 2022-25 strategy, including some investment from reserves in understanding why BAME populations are under-represented in benefitting from our services.

In our Hillsborough facilities, we are delivering a wide range of new creative activities which are targeted at older people, but open to the general public, as well as income generation activities from community and commercial hires. We are also introducing a new membership scheme, through which we are seeking to improve our ability to generate unrestricted, community fundraising income to support an expansion of our volunteer befriending capacity.



Structure, governance and management

Constitution

Age UK Sheffield is a charity and registered company limited by guarantee, which is governed by a board of Trustees. Having formerly been an unincorporated charity since its registration in January 1981, the Charity transferred its assets to a ‘new’ charity, number 1108413 on 31 March 2005.

In 2021/22, the full Board met in full six times and held a strategic planning day. Our Finance and HR & Governance Groups have a scrutiny function and some delegated authority, and met quarterly in advance of full Board meetings. Due to the unique circumstances of the Covid pandemic, all these Trustee meetings were held online.

Age UK Sheffield Enterprises Limited is a company wholly owned by Age UK Sheffield which is governed by a Board of Non-Executive Directors comprising up to three charity Trustees and up to two independent Directors, one of whom, Nick Ethelstone, chairs the Board. This trading arm engages in trading activity and makes donations to the Charity through the retail and corporate Gift Aid processes.

Since the Charity and the Group qualifies as small under section 383 of the Companies Act 2006, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors’ Report) Regulations 2013 is not required.

How we make decisions

A Scheme of Delegation is appended to the Charity’s Code of Governance, which describes the decisions which are reserved for the full Board, decisions that are delegated to sub-groups, and those which are delegated to the Chief Executive and Senior Management Team.

The Finance and HR & Governance Groups typically meet one or two weeks before full Board meetings to undertake a scrutiny function on behalf of the Board. They may make recommendations to the Board or specify issues which require full Board discussion.

Trustee recruitment, induction and training

The Board actively manages its composition to provide both stability and fresh ideas and thinking. Trustees are recruited for a three-year term and may serve up to three terms.

In recent years it has been common practice for one or two Trustees to resign from the Board and one or two new Trustees to join the Board. In 2021/22, Graham Duncan, Nigel Smith and Liton Ullah resigned from the Board at the end of their three-year terms. Steve Naylor and Lisa Whitworth joined as new Trustees.

Trustees are always recruited through an open process using a role description and person specification. Typically, Trustee vacancies are advertised in the summer every year, with a recruitment and selection process taking place in September and October. New Trustees are proposed to the November Board meeting, which they attend as observers, before appointments are made at the December Annual General Meeting.

Trustees receive a handbook which includes the Articles of Association, Code of Governance, and key policies and procedures including the Declaration of Interests policy. Trustees complete an induction which includes meetings with senior managers and shadowing of key frontline services.

During 2021/22, the Board reviewed its training needs and decided to incorporate a full Board development workshop as part of its annual strategic planning day. This was delivered by Moore Kingston Smith, who presented and facilitated a workshop to assess the Board’s appetite for expanding our work to develop community fundraising.

In 2021/22 the HR & Governance Group approved a new Trustee appraisal process which is being used for the first time in 2022/23 to inform ongoing Board development needs.

Senior management remuneration

The remuneration of all staff, including senior managers, is considered annually by the full Board. Proposals are considered at the September Board meeting and the pay award takes effect from 1st October. The senior managers are the Chief Executive and the Chief Operating Officer.

The Age UK network

Age UK Sheffield is a local, independent charity. Our charitable objects are focused around providing services to older people in Sheffield and our Trustees are from Sheffield and the surrounding area. We are part of the federated Age UK network of charities, through which we have a Brand Partner Agreement with the national charity, Age UK. This gives all Brand Partners, including Age UK Sheffield, rights and obligations to work together for the benefit of older people in our shared network.

Part of our commitment to being an Age UK Brand Partner is to uphold excellent quality standards in the running of our charity and our service delivery to older people. We meet the Age UK Charity Quality Standard, which measures our effectiveness in 13 categories, including governance, finance, safeguarding, and health and safety, renewing our certificate during 2021/22.

We also hold the Age UK Information and Advice Quality Standard, which provides evidence of independence, impartiality, and service quality in the provision of information and advice services. Our most recent inspection came during a 2021/22 Covid-19 lockdown. The covering e-mail which accompanied the report said:

“ I am pleased to say you have fully demonstrated that you have met all the benchmarks, and successfully completed the Age UK I&A Quality Programme. It is clear from the report there are many strengths identified in your service, and that the service is very well organised and managed. The team show commitment and dedication to their customers, colleagues and to Age UK Sheffield. The mystery shopping showed that a very high level of customer service was reported and the Quality of Advice Assessment showed advice of a consistently high standard was being delivered. This is a fantastic achievement at any time, but you are to be commended for going through your assessment whilst adapting the service to respond so well to the pandemic. The assessor was particularly impressed by the organisation’s commitment to a customer centred approach, which was impressive and authentic, with the customer firmly at the centre.



Related parties

Up to three Trustees sit on the Board of our wholly-owned trading subsidiary, Age UK Sheffield Enterprises. The current Trustees on that Board are David Campbell and Tim Furness. Both make relevant declarations of interest at respective Board meetings.

Age UK Sheffield also owns a 20% stake in CASEwork Services CIC Ltd, which was established in September 2021. The joint venture company was established in partnership with four other local Age UK Brand Partners, to provide finance and other back office services to the owning charities as part of a cost-sharing group, and commercially to other charities and social enterprises.

Our Trustee, Sarah Fulton Tindall, and Chief Executive, Steve Chu, are also Directors of CASEwork. Since November 2021, Steve Chu has also held the role of Chief Executive of CASEwork on a part-time secondment, initially on an interim basis and substantively since April 2022.

We work with a wide range of other charities in the pursuit of our charitable objectives. We are members of the Age England Association and attend regional meetings with other Age UK Brand Partners. We also regularly work with other charities in Sheffield and are represented on the city’s Voluntary Sector Leaders’ Forum.

Trustees’ indemnities

The Trustees, as directors of the charitable company, have been granted a qualifying third party indemnity provision under section 234 of the Companies Act 2006. This does not provide cover in the event of a director being proved to have acted fraudulently or dishonestly.

Statement of Trustees’ responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees’ Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Charity and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Charity’s transactions and disclose with reasonable accuracy at any time the financial position of the Group and the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Group and the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees’ Report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group’s auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group’s auditors are aware of that information.

Auditors

The auditors, Shorts, have indicated their intention to resign. The designated Trustees will propose a motion appointing new auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees on 3 November 2022 and signed on their behalf by:

Mr David Campbell
Chair of Trustees

Independent auditors’ report to the members of Age UK Sheffield

Opinion

We have audited the financial statements of Age UK Sheffield (the ‘parent charitable company’) and its subsidiaries (the ‘group’) for the year ended 31 March 2022 which comprise the Consolidated Statement of Financial Activities, the Consolidated Balance Sheet, the Charity Balance Sheet, the Consolidated Statement of Cash Flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group’s and of the parent charitable company’s affairs as at 31 March 2022 and of the Group’s incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors’ responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council’s Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees’ use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Group’s or the parent charitable company’s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual Report other than the financial statements and our Auditors’ Report thereon. The Trustees are responsible for the other information contained within the Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

- In our opinion, based on the work undertaken in the course of the audit:
- the information given in the Trustees’ Report for the financial year for which the financial statements are prepared is consistent with the financial statements.
 - the Trustees’ Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees’ Report.

We have nothing to report in respect of the following matters in relation to which Companies Act 2006 requires us to report to you if, in our opinion:

- the parent charitable company has not kept adequate and sufficient accounting records, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees’ remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies’ exemptions in preparing the Trustees’ Report and from the requirement to prepare a Strategic Report.

Responsibilities of trustees

As explained more fully in the Trustees’ Responsibilities Statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Group’s and the parent charitable company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors’ responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors’ Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:
- the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;

- through discussions with the Trustees and other management and from our commercial knowledge and experience of the sectors that the Group operates in, we identified the laws and regulations applicable to the Group; and
- focusing on the specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the Group, we assessed the extent of compliance with those laws and regulations identified above through making enquiries of management and inspecting relevant correspondence.

We assessed the susceptibility of the Group’s financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- considered journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of those charged with governance;
- enquiring of management as to actual and potential litigation and claims;
- considering relationships with HMRC and other relevant regulators; and
- reviewing legal and professional expenditure for evidence of litigation

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors’ Report.

Use of our report

This report is made solely to the charitable company’s members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company’s trustees, as a body, Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company’s members those matters we are required to state to them in an Auditors’ Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Howard Freeman BSc FCA (Senior Statutory Auditor)

for and on behalf of

Shorts
Chartered Accountants
Statutory Auditor
63 Napier Street
Sheffield
South Yorkshire
S11 8HA

Date: 3 November 2022

Consolidated statement of financial activities

(incorporating income and expenditure account)
For the year ended 31 March 2022

		Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds	Total funds
	Note	2022 £	2022 £	2022 £	2022 £	2021 £
Income and endowments from:						
Donations and legacies	4	404,082	98,083	716,053	1,218,218	785,594
Charitable activities	5	775,597	299,055	-	1,074,652	970,061
Investments	6	79	-	-	79	546
Other income	7	1,200	-	-	1,200	7,910
Total income and endowments		1,180,958	397,138	716,053	2,294,149	1,764,111
Expenditure on:						
Raising funds		7,000	-	-	7,000	4,000
Charitable activities	8	1,151,100	422,893	580,942	2,154,935	1,419,598
Total expenditure		1,158,100	422,893	580,942	2,161,935	1,423,598
Net income / (expenditure)		22,858	(25,755)	135,111	132,214	340,513
Transfers between funds	17	272,819	(5,043)	(267,776)	-	-
Net movement in funds before other recognised gains		295,677	(30,798)	(132,665)	132,214	340,513
Other recognised gains:						
Actuarial gains on defined benefit pension schemes		7,000	-	-	7,000	4,000
Net movement in funds		302,677	(30,798)	(132,665)	139,214	344,513
Reconciliation of funds:						
Total funds brought forward		786,098	60,641	132,665	979,404	634,891
Net movement in funds		302,677	(30,798)	(132,665)	139,214	344,513
Total funds carried forward		1,088,775	29,843	-	1,118,618	979,404

The Consolidated statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 34 to 47 form part of these financial statements.

Further details on the results for the year can be found in the Financial review section of the Trustees’ Report on page 20.

Consolidated balance sheet

As at 31 March 2022

			2022 £	2021 £
	Note	£	£	£
Fixed assets				
Tangible assets	13		398,852	47,655
Current assets				
Debtors	15	424,765		160,633
Cash at bank and in hand		768,886		1,021,230
		1,193,651		1,181,863
Creditors: amounts falling due within one year	16	(473,885)		(248,114)
Net current assets			719,766	933,749
Total assets less current liabilities			1,118,618	981,404
Defined benefit pension scheme asset / liability	22	-		(2,000)
Total net assets			1,118,618	979,404
Charity funds				
Coach House (restricted)	17		-	132,665
Restricted funds	17		29,843	60,641
Unrestricted funds				
Designated funds	17	102,459		240,688
General funds	17	986,316		547,410
Revaluation reserve		-		(2,000)
Total unrestricted funds	17		1,088,775	786,098
Total funds			1,118,618	979,404

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 03 November 2022 and signed on their behalf by:

Mr David Campbell,
(Chair of Trustees)

The notes on pages 34 to 47 form part of these financial statements.

Charity statement of financial position

As at 31 March 2022

		2022	2021
	Note	£	£
Fixed assets			
Tangible assets	13	126,063	3,594
Investments	14	60,002	60,002
		186,065	63,596
Current assets			
Debtors	15	606,311	162,278
Cash at bank and in hand		609,004	962,082
		1,215,315	1,124,360
Creditors: amounts falling due within one year	16	(396,840)	(215,158)
Net current assets		818,475	909,202
Total assets less current liabilities		1,004,540	972,798
Defined benefit pension scheme liability	22	-	(2,000)
Total net assets		1,004,540	970,798
Charity funds			
Restricted funds	17	90,063	180,641
Unrestricted funds			
Designated funds	17	-	191,719
General funds	17	914,477	598,438
Total unrestricted funds	17	914,477	790,157
Total funds		1,004,540	970,798

Included in restricted funds is £nil (2021: £132,665) related to the Coach House project. See note 17 for more information.

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

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The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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The financial statements were approved and authorised for issue by the Trustees on 03 November 2022 and signed on their behalf by:

Mr David Campbell,
(Chair of Trustees)

The notes on pages 34 to 47 form part of these financial statements.

Consolidated statement of cash flows

For the year ended 31 March 2022

	2022	2021
	£	£
Cash flows from operating activities		
Net cash (used in) / provided by operating activities	654,097	393,969
Cash flows from investing activities		
Dividends, interests and rents from investments	79	546
Purchase of tangible fixed assets	(906,520)	(32,628)
Net cash used in investing activities	(906,441)	(32,082)
Cash flows from financing activities		
Net cash provided by financing activities	-	-
Change in cash and cash equivalents in the year	(252,344)	361,887
Cash and cash equivalents at the beginning of the year	1,021,230	659,343
Cash and cash equivalents at the end of the year	768,886	1,021,230

The notes on pages 34 to 47 form part of these financial statements.

Notes to the financial statements

For the year ended 31 March 2022

1. General information

The Charity is a private company limited by guarantee, established by constitution on 13 January 1981 in England and Wales. The members of the Charity are the Trustees named on page 1. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is 1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG and its registered number is 05207254. The nature of the Charity's operations and principal activities are included in the trustees' annual report.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Sheffield meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of Financial Activities in these financial statements.

2.2 Basis of consolidation

The financial statements consolidate the accounts of Age UK Sheffield and all of its subsidiary undertaking ('subsidiaries').

The results of subsidiaries acquired during the year are included from the effective date of acquisition.

The Charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

The income and expenditure account for the year dealt within the accounts of the Charity was a surplus of £21,091 (2021: a surplus of £301,758).

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The legacies entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate. Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor's intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the administration of the Charity and compliance with constitutional and statutory requirements.

Charitable activities and governance costs are costs incurred on the Charity's operations, including support costs and costs relating to the governance of the Charity appointed to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

2.5 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated Statement of Financial Activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated Statement of Financial Activities as the related expenditure is incurred.

2.6 Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

2.7 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of the fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

- Short-term leasehold property**
Over remaining term of lease
- Office equipment**
20%-30%
- Computer equipment**
33%

2.8 Investments

Investments in subsidiaries are valued at cost less provision for impairment.

2.9 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.10 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

2.11 Impairment

Assets that are subject to depreciation or amortisation are assessed at each balance sheet date to determine whether there is any indication that the assets are impaired. Where there is any indication that an asset may be impaired, the carrying value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

2.12 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Consolidated Statement of Financial Activities as a finance cost.

2.13 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.14 Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight-line basis over the lease term.

2.15 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

The Group operates a defined benefits pension scheme and the pension charge is based on a full actuarial valuation dated 31 March 2022.

2.16 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

3. Critical accounting estimates and areas of judgment

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgment:

(i) Recognitions of legacy income

In applying the principals of SORP FRS 102 in relation to legacies, management make judgements relating to when the legacy income is recognised.

Due to the nature of legacies, it is not always possible to determine the value of the legacy or the likelihood of it being received. In some instances, such legacies can be contested and, as such, the charity will not receive the income. The facts of each case are assessed individually to decide when the legacy should be recognised in line with the Charity's accounting policy and with SORP FRS 102.

(ii) Impairment of leasehold improvements

In applying the principals of SORP FRS 102 in relation to impairment of assets, management make judgements relating to the fair value of Leasehold improvements at each balance sheet date. Where there is any indication that an asset may be impaired, the carrying value of the asset (or cash-generating unit to which the asset has been allocated) is tested for impairment. An impairment loss is recognised for the amount by which the asset's carrying amount exceeds its recoverable amount. The recoverable amount is the higher of an asset's (or CGU's) fair value less costs to sell and value in use.

4. Income from donations and legacies

	Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds
	2022	2022	2022	2022
	£	£	£	£
Donations and other grants	274,245	-	716,053	990,298
Legacies	3,599	-	-	3,599
Age UK	121,858	98,083	-	219,941
Covid related grants	4,380	-	-	4,380
Total 2022	404,082	98,083	716,053	1,218,218

	Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds
	2021	2021	2021	2021
		£	£	£
Donations and other grants	268,005	89,256	132,665	489,926
Legacies	68,663	-	-	68,663
Age UK	60,399	21,312	-	81,711
Covid related grants	145,294	-	-	145,294
Total 2021	542,361	110,568	132,665	785,594

5. Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds
	2022	2022	2022
	£	£	£
Direct	25,012	-	25,012
Group Support	178,356	152,719	331,075
Support in the Home	481,315	146,336	627,651
Information and Advocacy	90,914	-	90,914
Total 2022	775,597	299,055	1,074,652

	Unrestricted funds	Restricted funds	Total funds
	2021	2021	2021
	£	£	£
Group Support	117,444	157,903	275,347
Support in the Home	353,118	204,212	557,330
Information and Advocacy	48,000	89,384	137,384
Total 2021	518,562	451,499	970,061

6. Investment income

	Unrestricted funds	Total funds
	2022	2022
	£	£
Investment income	<u>79</u>	<u>79</u>

	Unrestricted funds	Total funds
	2021	2021
	£	£
Investment income	<u>546</u>	<u>546</u>

7. Other incoming resources

	Unrestricted funds	Total funds
	2022	2022
	£	£
Reimbursed expenses	1,200	1,200
	Coach House (restricted)	Total funds
	2021	2021
	£	£
Reimbursed expenses	7,910	7,910

8. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds
	2022	2022	2022	2022
	£	£	£	£
Premises costs	62,499	-	6,076	68,575
Administrative costs	122,816	114,262	15,763	252,841
Staff costs	663,346	308,631	13,281	985,258
Support costs (note 9)	302,439	-	-	302,439
Impairment	-	-	545,822	545,822
	1,151,100	422,893	580,942	2,154,935
	Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds
	2021	2021	2021	2021
	£	£	£	£
Premises costs	39,664	7,724	-	47,388
Administrative costs	73,556	74,890	7,277	155,723
Staff costs	484,046	426,342	2,350	912,738
Support costs (note 9)	269,151	34,598	-	303,749
	866,417	543,554	9,627	1,419,598

9. Allocation of support costs

	2022	2021
	£	£
Management & Business Support	220,690	239,341
Infrastructure	21,641	24,805
Development	60,108	39,603
Total	302,439	303,749

10. Governance costs

Included in support costs are governance costs of £26,055 (2021: £25,688).

11. Auditors’ remuneration

	2022	2021
	£	£
Fees payable to the Charity’s auditor for the audit of the Charity’s annual accounts	11,000	10,500
Fees payable to the Charity’s auditor in respect of:		
Taxation advisory services	800	750

12. Staff costs

Total redundancy and termination payments amount to £nil (2021: £16,896) and related to contracts ending and reorganisation. Included in the creditors at the year end is £nil (2021: £12,206) relating to redundancy / termination payments.

The average number of persons employed by the Group during the year was as follows:

	2022	2021
	No.	No.
Average number of employees	64	60

No employee received remuneration amounting to more than £60,000 in either year.

The Trustees neither received nor waived any remuneration during the year (2021: £nil). No Trustees are accruing pension arrangements (2021: £nil). No Trustees were reimbursed expenses in either year.

The total amount of employee benefits received by key management personnel is £105,126 (2021: £104,665). Age UK Sheffield considers its key management personnel to comprise of their Senior Management Team.

The total staff cost and employees’ benefits were as follows:

	2022	2021
	£	£
Wages and salaries	1,053,198	1,005,247
Social security costs	70,230	66,635
Pension costs	40,432	34,896
Total	1,163,860	1,106,778

13. Tangible fixed assets

	Leasehold improvements	Office equipment	Computer equipment	Total
Group	£	£	£	£
Cost or valuation				
At 1 April 2021	28,607	113,476	43,709	185,792
Additions	881,501	5,779	19,240	906,520
At 31 March 2022	910,108	119,255	62,949	1,092,312
Depreciation				
At 1 April 2021	123	96,035	41,979	138,137
Charge for the year	2,052	7,155	293	9,500
Impairment charge	545,822	-	-	545,822
At 31 March 2022	547,997	103,190	42,272	693,459
Net book value				
At 31 March 2022	362,111	16,065	20,677	398,853
At 31 March 2021	28,484	17,441	1,730	47,655

The impairment charge relates to the completion of the National Lottery Heritage Funded project restoring the Hillsborough Park Coach House. The National Lottery Heritage Fund provides capital funding to restore heritage buildings that would otherwise be permanently lost. Part of their process for calculating the size of their grant is a “conservation deficit” calculation which bears some similarities to the impairment charge calculation. Lottery funding is intended to support capital redevelopment work over and above the likely increase in market value of the relevant properties. For this project, the Lottery grant of £581,500 is comparable to the impairment value of £545,822.

	Short-term leasehold property	Office equipment	Computer equipment	Total
Charity	£	£	£	£
Cost or valuation				
At 1 April 2021	-	43,142	20,387	63,529
Additions	202,315	5,779	19,240	227,334
At 31 March 2022	202,315	48,921	39,627	290,863
Depreciation				
At 1 April 2021	-	39,548	20,387	59,935
Charge for the year	-	2,257	293	2,550
Impairment charge	102,315	-	-	102,315
At 31 March 2022	102,315	41,805	20,680	164,800
Net book value				
At 31 March 2022	100,000	7,116	18,947	126,063
At 31 March 2021	-	3,594	-	3,594

14. Fixed asset investments

	Investments in subsidiary companies
Charity	£
Cost or valuation	
At 1 April 2021	60,002
At 31 March 2022	60,002

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

Names	Company number	Holding
Age UK Sheffield Enterprises Limited	02432642	100%

The financial results of the subsidiary for the year were:

	£
Total assets as at 31 March 2022	499,388
Total liabilities as at 31 March 2022	(523,214)
Total equity as at 31 March 2022	(23,826)
Income for the year ended 31 March 2022	584,153
Expenditure for the year ended 31 March 2022	(663,925)
Loss for the year ended 31 March 2022	(79,772)

Age UK Sheffield Enterprises Limited is consolidated in the group accounts.

15. Debtors

	Group	Group	Charity	Charity
	2022	2021	2022	2021
	£	£	£	£
Due within one year				
Trade debtors	271,104	79,734	248,214	79,331
Amounts owed by group undertakings	-	-	248,264	34,994
Other debtors	32,894	12,407	15,000	-
Prepayments and accrued income	120,767	68,492	94,833	47,953
	424,765	160,633	606,311	162,278

16. Creditors: Amounts falling due within one year

	Group	Group	Charity	Charity
	2022	2021	2022	2021
	£	£	£	£
Trade creditors	40,409	20,262	20,408	15,982
Amounts owed to group undertakings	-	-	-	2,155
Other taxation and social security	-	17,369	-	-
Accruals	91,002	73,548	66,724	66,463
Deferred income	297,314	111,270	274,200	102,699
Other creditors	45,160	25,665	35,508	27,859
	473,885	248,114	396,840	215,158

Deferred income represents income deferred for contract funding received in advance and grant funding whose conditions will be met in 2022/23.

Deferred Income	Group	Charity
	£	£
Deferred income at 1 April 2021	111,270	102,699
Resources deferred during the year	267,618	249,743
Amounts released from previous years	(81,574)	(78,242)
Deferred income at 31 March 2022	297,314	274,200

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021	Income	Expenditure	Transfers in/(out)	Gains / (losses)	Balance at 31 March 2022
	£	£	£	£	£	£
Unrestricted funds						
Designated funds	240,688	-	(55,341)	(82,888)	-	102,459
General funds	547,410	1,180,958	(1,097,759)	355,707	-	986,316
Pension reserve	(2,000)	-	(5,000)	-	7,000	-
	545,410	1,180,958	(1,102,759)	355,707	7,000	986,316
Total unrestricted funds	786,098	1,180,958	(1,158,100)	272,819	7,000	1,088,775
Coach House	132,665	716,053	(580,942)	(267,776)	-	-
Restricted funds						
Restricted funds	60,641	397,138	(422,893)	(5,043)	-	29,843
Total of funds	979,404	2,294,149	(2,161,935)	-	7,000	1,118,618

The Designated Funds at 31 March 2022 includes £50,000 (2021: £132,888) in respect of the Coach House, £30,000 (2021: £60,000) in respect of I&A service, £22,459 (2021: £40,000) in respect of BAME community and £nil (2021: £7,800) in respect of Volunteer Co-ordinator.

During the year a transfer of £82,888 has been made from the designated funds to the general fund. This was to cover the gap between the Coach House building costs and the related grants received as the project was completed at the year end subject to post year end expenditure of £50k which remains in designated funds.

An additional transfer of £267,776 was made from the restricted Coach House fund to general funds. The Coach House funds were fully spent on property improvements during the year and as the assets are not for restricted use, the transfer of funds was made as permitted by the SORP.

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020	Income	Expenditure	Transfers in/(out)	Gains / (losses)	Balance at 31 March 2021
	£	£	£	£	£	£
Unrestricted funds						
Unrestricted funds						
Designated funds	99,055	150,000	(8,367)	-	-	240,688
General funds	496,064	911,469	(858,050)	(2,073)	-	547,410
Pension reserve	(2,000)	-	(4,000)	-	4,000	(2,000)
Total unrestricted funds	593,119	1,061,469	(870,417)	(2,073)	4,000	786,098
Coach House	-	140,575	(9,627)	1,717	-	132,665
Restricted funds						
Restricted funds	41,772	562,067	(543,554)	356	-	60,641
Total of funds	634,891	1,764,111	(1,423,598)	-	4,000	979,404

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds	Restricted funds	Total funds
	2022	2022	2022
	£	£	£
Tangible fixed assets	398,852	-	398,852
Current assets	1,163,808	29,843	1,193,651
Creditors due within one year	(473,885)	-	(473,885)
Total 2022	1,088,775	29,843	1,118,618

Analysis of net assets between funds - prior year

	Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds
	2021	2021	2021	2021
	£	£	£	£
Tangible fixed assets	47,655	-	-	47,655
Current assets	988,557	60,641	132,665	1,181,863
Creditors due within one year	(248,114)	-	-	(248,114)
Provisions for liabilities and charges	(2,000)	-	-	(2,000)
Total 2021	786,098	60,641	132,665	979,404

19. Reconciliation of net movement in funds to net cash flow from operating activities

	Group 2022 £	Group 2021 £
Net income/(expenditure) for the year (as per Statement of Financial Activities)	132,214	340,513
Adjustments for:		
Depreciation charges	9,500	8,423
Interest receivable	(79)	(546)
Impairment on fixed assets	545,822	-
Decrease in debtors	(264,132)	(18,147)
Increase in creditors	223,772	59,726
FRS 102 pension liability adjustment	7,000	4,000
Net cash provided by operating activities	654,097	393,969

20. Analysis of cash and cash equivalents

	Group 2022 £	Group 2021 £
Cash in hand	768,886	1,021,230

21. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	1,021,230	(252,344)	768,886

22. Pension commitments

The Group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Group in an independently administered fund. The pension cost charge represents contributions payable by the Group and amounted to £40,432 (2021: £34,896).

The Group operates a defined benefit pension scheme.

Principal actuarial assumptions at the Balance Sheet date (expressed as weighted averages):

	At 31 March 2022 %	At 31 March 2021 %
Discount rate	2.80	2.10
Expected rates of pension increases in payments pre 2006	3.60	3.10
Expected rates of pension increases in payments post 2006	2.50	2.50
Expected rate of inflation - RPI	3.60	3.10
Expected rate of inflation - CPI	2.80	2.30

22. Pension commitments (continued)

The current mortality assumptions include sufficient allowance for future improvements in mortality rates. The assumed life expectations on retirement age 65 are given below.

	At 31 March 2022 Years	At 31 March 2021 Years
Mortality rates (in years)		
Males - retiring today	22	22
Females - retiring today	25	24
Males - retiring in 20 years	23	23
Females - retiring in 20 years	26	26

The Group's share of the assets in the scheme was:

	Fair value at 31 March 2022 £	Fair value at 31 March 2021 £
Equities	43,000	48,000
Gifts and bonds	155,000	165,000
Diversified growth fund	33,000	31,000
Cash and other liquid assets	3,000	6,000
Infrastructure	25,000	-
Total market value of assets	259,000	250,000

The actual return on scheme assets was £8,000 (2021 - £21,000).

The amounts recognised in the Consolidated Statement of Financial Activities are as follows:

	2022 £	2021 £
Asset gains / (losses) arising during the year	3,000	16,000
Liability gains / (losses) arising during the year	7,000	(20,000)
Change in the effect of the asset ceiling	(17,000)	-
Total amount recognised in the consolidated statement of financial Activities	(7,000)	(4,000)

22. Pension commitments (continued)

Movements in the present value of the defined benefit obligation were as follows:

	2022 £	2021 £
Opening defined benefit obligation	252,000	234,000
Interest expense on defined benefit obligation	5,000	5,000
Actuarial losses/(gains) on scheme liabilities	(7,000)	20,000
Net benefits paid out	(8,000)	(7,000)
Closing defined benefit obligation	242,000	252,000

Movements in the fair value of the Group's share of scheme assets were as follows:

	2022 £	2021 £
Opening fair value of scheme assets	250,000	232,000
Interest income on scheme assets	5,000	5,000
Administration costs	(1,000)	(1,000)
Net benefits paid out	(8,000)	(7,000)
Gain/(loss) on scheme assets	3,000	16,000
Contributions by the Charity	10,000	5,000
Closing fair value of scheme assets	259,000	250,000

The Charity expects to contribute £nil to its defined benefit pension scheme in 2022/23.

Amounts for the current and previous year are as follows:

Defined benefit pension schemes

	2022 £	2021 £
Defined benefit obligation	(242,000)	(252,000)
Scheme assets	259,000	250,000
Surplus / (deficit)	17,000	(2,000)

The asset of £17,000 has not been recognised in the Balance Sheet.

23. Operating lease commitments

At 31 March 2022 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2022 £	Group 2021 £	Charity 2022 £	Charity 2021 £
Not later than 1 year	35,645	43,352	4,770	25,602
Later than 1 year and not later than 5 years	82,483	47,128	-	4,770
Later than 5 years	1,628,753	1,500,000	-	-
	1,746,881	1,590,480	4,770	30,372

Included in the operating leases due later than 5 years is a lease entered into on 1 March 2021 in relation to the Coach House. The lease is for a term of 125 years, of which the first 25 years are rent free, followed by 100 years at £15,000 per annum. The Group has invested funds in renovating this property and this will be used in furtherance of its activities. A sub-lease was signed in March 2022 which rents part of this property to a third party for an annual base rent plus turnover rents.

24. Related party transactions

During the year the Group entered into a partnership with CASEwork Services CIC Ltd to provide administrative services to the Group. The Group supported the establishment of the company through a provisional loan of £15,000. The amount of this loan outstanding at the year end is £15,000. It is intended that interest will be charged and the balance will be repaid over a 10 year period as the company grows.

During the year CASEwork Services CIC Ltd charged the Group amounts totalling £14,415 for the provision of financial services. The amounts still outstanding at the year end total £nil.

Our Trustee, Sarah Fulton Tindall, and Chief Executive, Steve Chu, are also Directors of CASEwork. Since November 2021, Steve Chu has also held the role of Chief Executive of CASEwork on a part-time secondment, initially on an interim basis and substantively since April 2022.

There were no other related party transactions outside of the Group during the current or prior year, nor are there any outstanding balances owing between other related parties outside of the Group at either Balance Sheet date. Group transactions and balances have been eliminated on consolidation.

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e enquiries@ageuksheffield.org.uk

Age UK Sheffield, First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, S1 3FG

www.ageuk.org.uk/sheffield

AGE UK SHEFFIELD

England & Wales - Charity number 1108413

Accounts

Ending older people's loneliness



Age UK Sheffield Annual report 2020/21

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Reference and administrative details of the Charity, its trustees and advisers

For the year ended 31 March 2021

Trustees	Mr David Campbell (Chair) Ms Emma Challans Mr Graham Duncan Mr Tim Furness Ms Melanie Perkins Ms Melinda Riley (Deceased 20 September 2020) Mr Nigel Smith Mr Liton Ullah Ms Sarah Fulton Tindall (Appointed 5 November 2020) Ms Naomi Sampson (Appointed 5 November 2020)
President	Mr Nick Hutton MBE
Vice-Presidents	Mr Graham Moore Mrs Ruth Wilson
Company registered number	05207254
Charity registered number	1108413
Registered office	First Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG
Senior management team	Mr Stephen Chufungleung, Chief Executive and Company Secretary Ms Teresa Barker, Chief Operating Officer
Independent auditors	Shorts, Cedar House, 63 Napier Street, Sheffield, South Yorkshire, S11 8HA
Bankers	Barclays Bank plc, 2-12 Pinstone Street, Sheffield, South Yorkshire, S1 2HN
Solicitors	Knights LLP, Commercial House, 14 Commercial Street, Sheffield, South Yorkshire, S1 2AT

Introduction

The year 2020/21 will be one that none of us will ever forget. The Covid-19 pandemic has had a dramatic impact on everyone, in our personal and working lives.

Very sadly, older people suffered by far the greatest health impacts of Covid-19, with people aged 50 and over (and younger people with certain health conditions) accounting for 99% of all deaths from this new and deadly virus.

At Age UK Sheffield, we are hugely proud of the way in which our charity stood up to support the people who needed us during this crisis. Almost overnight, we totally transformed the way we worked. We contacted all the 1,100 people we were supporting at the time and developed an individual plan for how we would help them to live independently whilst shielding from the virus.

Where necessary, on a risk-assessed basis, we continued to deliver home support services in a Covid-secure way throughout all the lockdowns, where we believed that withdrawing our services would put people at a greater risk.

We established and funded, from scratch, an essential food parcel delivery service, within a matter of weeks. And we re-opened the Wellbeing Centre (our dementia day centre) in September, at a time when almost all face-to-face group activity remained closed.

On top of all this, we kept delivering all our existing services, increasing the number of older people we supported compared to previous years, and demonstrating that when older people in Sheffield need us, Age UK Sheffield is a charity they can trust to be with them.



David Campbell

David Campbell
Chair



Steve Chu

Steve Chu
Chief Executive



We contacted all the 1,100 people we were supporting at the time and developed an individual plan for how we would help them to live independently whilst shielding from the virus.

Trustees’ report

The Trustees present their annual report together with the audited financial statements of the Charity for the year 1 April 2020 to 31 March 2021.

The Trustees confirm that the annual report and financial statements of the Charity comply with the current statutory requirements, the requirements of the Charity’s governing document and the provisions of the Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) as amended by Update Bulletin 1 (effective 1 January 2015).

Age UK Sheffield is a charity and registered company which is governed by a board of Trustees. In 2020/21, the full Board met six times and held a strategic planning day. Our Finance and HR & Governance Groups have a scrutiny function and some delegated authority, and met quarterly. Due to the unique circumstances of the Covid pandemic, all meetings in the year were held online.

Age UK Sheffield Enterprises Limited is a company wholly owned by Age UK Sheffield which is governed by a Board of Non-Executive Directors comprising up to three charity Trustees and up to two independent Directors, one of whom chairs the Board. This trading arm engages in trading activity and donates its surplus to the Charity.

Since the Charity and the Group qualifies as small under section 383 of the Companies Act 2006, the strategic report required of medium and large companies under The Companies Act 2006 (Strategic Report and Directors’ Report) Regulations 2013 is not required.



Objectives and activities



Charity objectives

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit, including the guidance ‘Public benefit: running a charity (PB2)’.

Our vision is:

“For a city in which no older person lives in poverty or loneliness.”

Our mission in pursuing that vision is helping to:

“Live better lives in the best health possible.”

We believe in a holistic, person-centred approach, supporting older people to achieve their own needs and wants, and empowering them to maintain their independence. We may do this by enabling people to increase their financial, physical and mental health and wellbeing, through, for example, increasing benefits claimed, supporting claims for aids and adaptations to the home, and connecting people to local services and resources.

The Trustees’ report below will detail how these objectives were achieved in 2020/21, through the provision of our charitable services, which we are continuing to deliver during 2021/22.

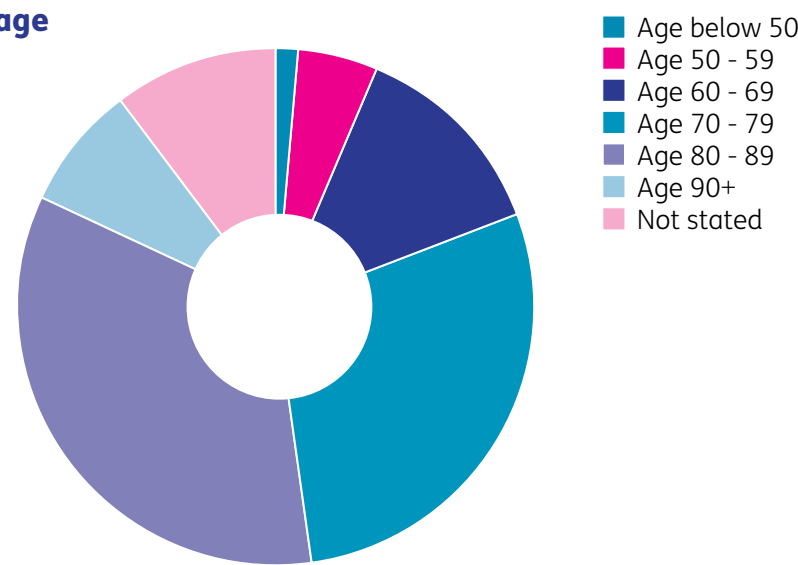
The people we supported



We took thousands of phone calls and had thousands more conversations with older people in Sheffield who came to us for support. In total, in 2020/21 we supported 3,879 older people with recorded case work. That is an increase of over 10% compared to the previous year.

The age profile of our beneficiaries went up; for the first time in recent years, we supported more people aged 80-89 than people aged in their Seventies. In all, 80% of our beneficiaries whose age we recorded were aged 70 or over.

Customer age

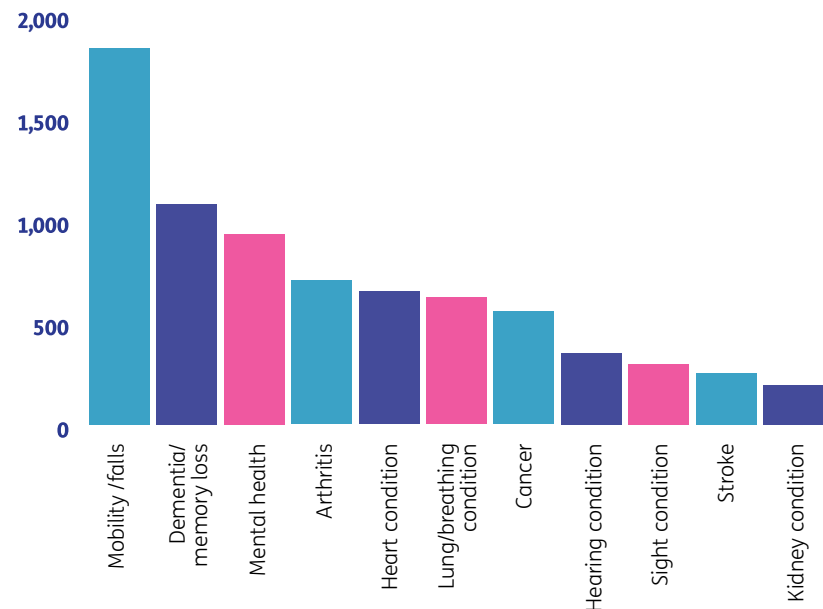


Health condition

We target our work to benefit those who are most in need of support, primarily people who are living with long-term health conditions or multiple long-term conditions.

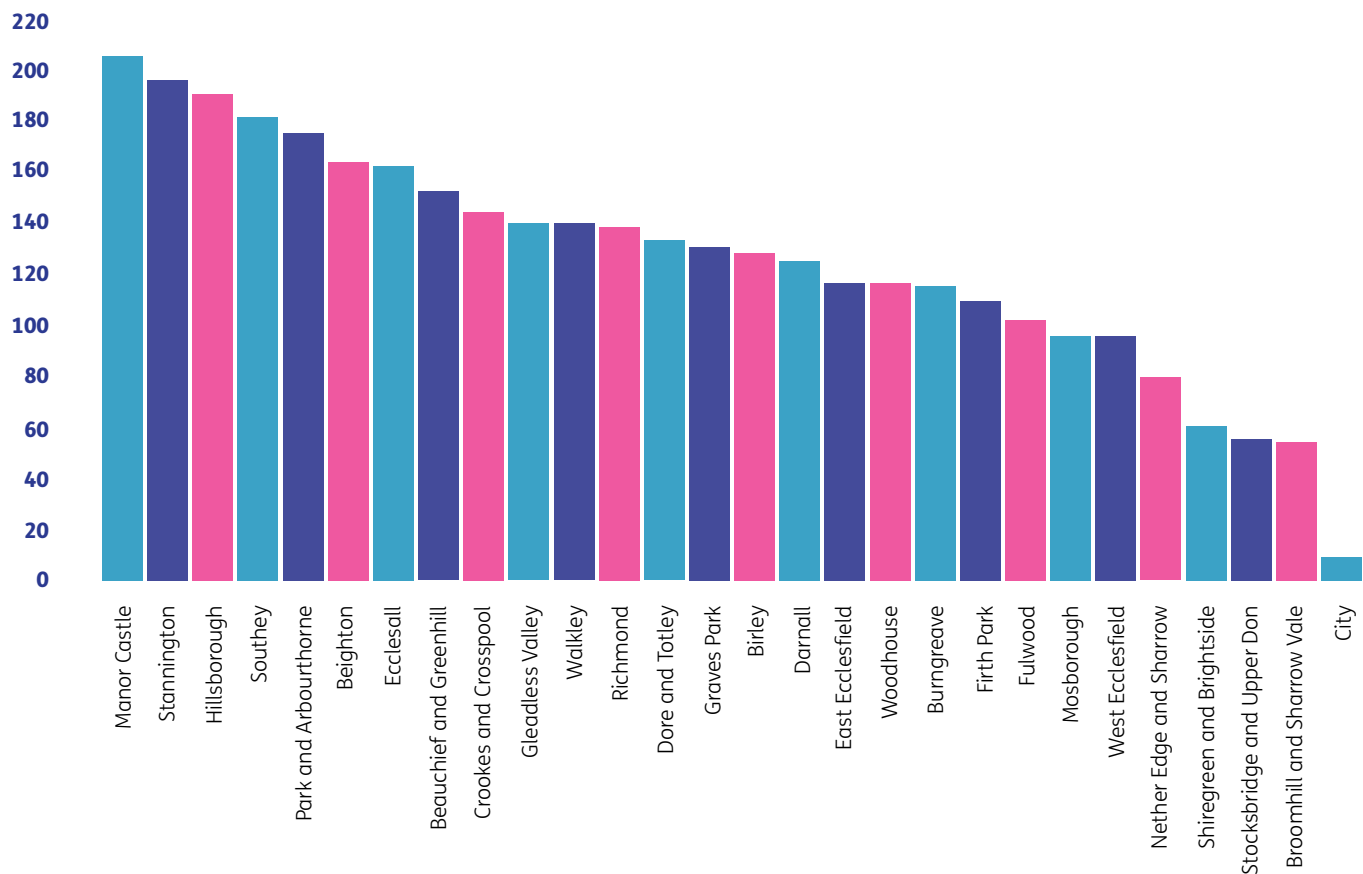
We believe that, in the majority of cases, this work is reducing demand on statutory health and social care services. For example, our work with over 1,800 people who have mobility issues includes advice and practical measures to minimise their risk of experiencing future falls.

The number of people we supported living with dementia or memory loss increased significantly compared to last year, partly as a result of a specific piece of Covid-related work we were commissioned to undertake in 2020, to make contact with people who had been diagnosed with dementia but were not in contact with statutory services.



A citywide service

Our beneficiaries are well spread throughout Sheffield, although we tend to do the most work in areas where we have our closest relationships with the local GPs.



We have also been pleased to note that we increased the ethnic diversity of our beneficiaries in 2020/21. The proportion who identified as a non-White/British ethnicity increased from 5% to 7%. Our Board is committed to further increasing the diversity of our beneficiaries and has committed to spending from reserves to support this work in 2021/22.

2020/21 customer feedback highlights

“You have been the one that has helped me the most and you are Age UK Sheffield and not a health professional. You have been the only one who has explained things to me and talked to me in a way that I would like to be talked to.”



“Huge thank you to Debbie and Mark who helped my brother with the installation of a new refrigerator when his old one broke down during the 12 week lock-down. He is disabled and has leukaemia. Their courtesy, sympathy and empathy are priceless.”



“Throughout lockdown mum’s physical and mental health have been of great concern to us and hearing the [Wellbeing] Centre was reopening was absolutely the best news in months! Personally it’s a massive relief to know that for one day a week worry can be set aside for a few hours in the knowledge she is in a secure environment with caring people who plan appropriate activities and understand her dementia.”

“Thank you so much for all your help. It’s taken so much stress and worry away from me knowing that you’re there for me when I need it. You’ve sorted everything out for me. You helped with incorrectly calculated overpayment of Housing Benefit and Council Tax Support of over £1,500. Got them to recalculate down to 2 pence overpayment.”

“My mum has dementia and heart failure which limits her exercise capacity and means it can be difficult finding things to stimulate mum. The dementia cafe has been fantastic; and more recently with the Zoom sessions. When mum is even more isolated it provides an opportunity for her to meet people, try new activities and provide some routine to her week.”

“You have been the only person who has called me after being discharged from being in intensive care with Covid. I cannot explain how much it means to me that you have shown me that you and your organisation care.”

“We would like to thank you for all that you have done for us. The caring, friendliness and dedication you have shown us throughout. Nothing has been too much trouble. Every phone call I made has always been returned. We thank you from the bottom of our hearts because without you we would never have been able to complete all the forms. I will always recommend your charity to anyone because you have been wonderful.”

GP feedback



“

We have been working closely with Age UK Sheffield for almost two years to deliver a transformational new service to support elderly and isolated people in our community. Despite the complexities thrown at them by the Coronavirus pandemic, Age UK Sheffield have repeatedly risen to the challenge of delivering community based support to some of our most vulnerable patients.

During the spring of 2020 as a network we were resigned to the fact that our project would be derailed by lockdowns, social distancing and shielding rules. However Age UK Sheffield were not going to let our patients go unsupported. Through their agility, flexibility and unshakable positivity they reconfigured our project to deliver a Covid-secure service through a very difficult time. From a personal point of view, during what was a very tough and uncertain time in primary care, I always came away from my meetings with the Age UK Sheffield team with a renewed feeling of hope for the future and a sense of awe at their “can do” attitude.

Humphrey Emery, Porter Valley Primary Care Network

”

“

We approached Age UK Sheffield in 2020 to see if they could provide a Social Prescribing Link Worker role. Our Link Worker has been invaluable and our Board members recognise that Age UK Sheffield is a well-respected organisation and that our patients are engaging really well.

Along with providing support to isolated patients during COVID our Link Worker has been able to secure benefits for patients that were not aware they were entitled to and she has worked closely with patients that are on our dementia register, ensuring that are linked to any services that are available to them.

Emma Reynolds (from the Tramways and Middlewood Medical Centres) added: “Our elderly patients have been especially vulnerable this last year with high levels of isolation and loneliness. Having someone to refer to who can provide a holistic assessment is really useful. Patients will often end up being referred for one problem but finding several others are solved that they had not expected help with. Feedback from patients, relatives and my colleagues has been excellent across the board and I am delighted that we can continue to offer this service to our patients going forward.”

Lisa Shackleton, Hillsborough Primary Care Network

”

Referring in and out

Of the **3,879** people we supported in 2020/21, roughly half made the initial contact directly to us, whilst around **2,000** people were referred into our services by colleagues in the health, social care or voluntary sectors. **1,146** of the referrals came to us from GP practices across the city.



In the course of our work with these customers, we made over **7,000** connections to more than **1,000** local projects, initiatives, or services, which helped older people to meet identified needs.

These connections ranged from financial and consumer advice, to support with health or caring aspirations, to reducing loneliness and social isolation.

Through our expertise in helping people to access unclaimed benefit income, we supported **532 people** to increase their income by a total of **£2.9 million** in the first year. In the majority of cases, they will continue to receive this benefit income for the rest of their lives.



Funding our services



Most of our services are delivered under contract or through grant aid. We continue to be extremely grateful to everyone who funds us to support older people in Sheffield.

In 2020/21, our Independent Living Co-ordination services, which form the majority of our work, were supported by the following organisations:

- NHS Sheffield Clinical Commissioning Group
- Weston Park Cancer Charity
- Macmillan Cancer Support
- The Energy Saving Trust's Energy Redress Fund
- GPA1 GP Neighbourhood
- Hillsborough GP Neighbourhood
- Network North GP Neighbourhood
- Porter Valley GP Neighbourhood
- Age UK

Our Information and Advice service was funded by:

- Westfield Health
- Age UK
- Sheffield Area Kidney Association
- The Jusaca Charitable Trust
- HM Burdall Charity

In addition, we continue to receive significant, long-standing support from the following organisations:

- Sheffield City Council
- Marjorie Coote Older People's Charity Fund
- Sheffield Town Trust
- Sheffield Church Burgesses Trust

A full list of our supporters in 2020/21 can be found on page 22.



The photograph on this page is for illustrative purposes only and is not the case study described.

CASE STUDY: Independent Living Co-ordination (cancer) – “Jane”

Jane was 60, living with cancer, and the main carer for her husband who had a severe respiratory illness. She had just started chemotherapy at the time of the first Covid lockdown and the couple were forced to shield in their second floor flat with no means of getting shopping or medication.

Supported by



Jane	
What we found	How we helped
✗ Struggling with the physical and emotional effects of chemotherapy ✗ Sleeping on the floor due to her husband’s coughing ✗ Would not be able to afford to live once her sick pay ended ✗ Worried she would lose her job as a result of her cancer	✓ Arranged emergency and weekly deliveries of food and medication ✓ Successfully applied for a Weston Park Cancer Charity grant for a new mattress and explored alternative housing options ✓ Sourced specialist advice on employee rights and provided regular wellbeing calls ✓ Supported Jane to apply for Personal Independence Payments, increasing her income by £122 per week.

Jane said: “I don’t know what I would have done without Age UK Sheffield during this really difficult period.”

The Old Coach House



We hope to open these new facilities in early 2022.

We are delighted to say that our final application to the National Lottery Heritage Fund for £581,500, to redevelop The Coach House House and Potting Shed in Hillsborough Park was successful.

Building work got under way on 29th March 2021 and has also been made possible by partnership funding from Age UK Sheffield (£100,000), The Bradbury Foundation (£100,000), Wolfson Foundation (£80,000), Clothworkers Foundation (£75,000), Garfield Weston Foundation (£40,000) and Bernard Sunley Foundation (£20,000).





The photograph on this page is for illustrative purposes only and is not the case study described.

CASE STUDY: Independent Living Co-ordination (housing) – “Robert”

Robert was 74 and worried about losing his housing association bungalow after separating from his wife. He was living alone, on a low income. He was also experiencing depression and anxiety, as well as arthritis.

Supported by



Robert	
What we found	How we helped
✗ Concerned about being forced to move to a smaller home	✓ Liaised with Housing Officer, who confirmed his right to remain in the property
✗ Low income	
✗ Mobility issues due to arthritis	✓ Helped Robert to claim an additional £7,500 in benefit income
✗ Continence issues affecting his confidence to get out and about	✓ Supported to obtain a Blue Badge and Just Can't Wait card to help get out and about

Robert said: “I am so glad for your guidance and advice, I don’t think I could have filled in all the forms by myself. You have allowed me to sit and talk about my problems.”

The Covid-19 pandemic

Our ability to react quickly to meet beneficiary needs has never been better demonstrated than during the Covid-19 pandemic. We knew, before the first lockdown was announced, that some shielding older people would struggle to get food into their home, due to a lack of available friends and family support.

We launched our biggest ever fundraising campaign to deliver essential food parcels to shielding older people. From scratch, we created our first ever food delivery programme, in partnership with St Mary’s Church and Community Centre.

In total, we raised over £60,000, enabling our volunteers to deliver 3,298 essential food parcels between 31st March and 31st July. We also carried out some additional emergency shops for people who were living in poverty, or had been diagnosed with Covid-19, and had no food in the house, as well as some other vital deliveries of medication and clothing.

Business as usual

At the time of the lockdown, we were already supporting a caseload of 1,100 older people. We contacted every single one of them to create an updated personal plan to ensure they could live safe and well through the pandemic. Our volunteer befriending programme, In Touch, expanded by 30%, as we prioritised weekly contact with the older people we were most concerned about.

Whilst our face-to-face services were adapted for several weeks, we took a proactive approach to returning our services to normal as soon as possible. Home visiting services continued throughout, on a needs/risk assessment basis. Our dementia day centre re-opened in September and has continued to operate throughout subsequent lockdowns.

Older people, carers, and community partners have recognised that Age UK Sheffield stood up when it was needed in 2020/21 and re-shaped its services to ensure older people got the support they need.





We raised over

£60,000

enabling volunteers to deliver

3,298

essential food parcels to those who were shielding



We contacted all

1,100

of the people we support to help them to stay safe and well throughout the pandemic



Our volunteer befriending programme expanded by

30%

as we prioritised contact with the people we were most concerned about



The photograph on this page is for illustrative purposes only and is not the case study described.

CASE STUDY:
Wellbeing Centre – “Angela”

Angela was 85 and living with Alzheimer’s. She also had suppressed lung function, after cancer. She had worked as a community nurse for 40 years, dedicating her life to caring for others. She loved the arts, theatre and music.

Supported by



Angela	
What we found	How we helped
✗ Apprehensive about attending a group activity ✗ Unable to enjoy nature independently due to her dementia	✓ Immediately formed strong friendships ✓ Supports Wellbeing Centre activities, including intergenerational activities with nursery children, and assisting at meal times ✓ Rediscovered old hobbies, including oil painting ✓ Supported to enjoy walks in Norfolk Park

Angela’s daughter said “I cannot believe the change in Mum since coming to you. The difference in her mental health is astounding; I just wish we’d have found you sooner.”



The photograph on this page is for illustrative purposes only and is not the case study described.

CASE STUDY:
Porter Valley In Touch – “Bill”

Bill was a 93-year-old widower who was living alone after caring for his wife of 71 years, who had dementia before she passed away. His declining mobility meant he was unable to get out and about for his daily walks.

Supported by



Bill	
What we found	How we helped
✗ Grieving, and feeling lonely and socially isolated, with an impact on his confidence ✗ No support bubble due to Covid, relying on deliveries for his daily requirements ✗ Missing face-to-face contact	✓ Matched Bill with a student volunteer, Karin, who shared his interest in history ✓ He looked forward to Karin’s weekly phone calls and her “cheery voice” ✓ Hoping to meet face-to-face, and have company for short walks, after his second vaccine

Bill said “My feelings of loneliness have decreased and my confidence is returning.”

Karin said: “I’m enjoying our sense of connection and the knowledge I am reducing Bill’s loneliness.”

Achievements and performance



Financial review

Our financial outturn for 2020/21 has a bottom line showing a surplus of £344,513. This is an excellent outcome in a highly unusual year, and it is important to break that surplus down to understand that the underlying operating financial performance, which was of a broadly balanced day-to-day budget.

During 2020/21 we received:

- £120,000 of capital grants towards our Coach House project, which are shown as income for this year and will be spent in 2021/22 on the building restoration;
- £67,000 of legacy income;
- £56,000 of additional, earned service delivery grant and contract income which was not related to the Covid pandemic;
- £100,000 of additional service delivery grant and contract income which was related to our work through the Covid pandemic.

The Board of Trustees has considered the substantial budget variations which occurred in 2020/21, largely as a result of the Covid pandemic, and decided to designate all the surplus funds either for specific service delivery-related purposes, or for long-term charity development activities.

Income overview

Our main sources of income continue to be contracts and grants to support our Independent Living Co-ordination work with vulnerable older people. During 2020/21, a year in which so much attention was focused on older people’s healthcare, we were especially pleased to be delivering specific NHS-related projects in support of hospital discharge services, and for four of the city’s 15 GP Neighbourhoods.

Our excellence in dementia services was recognised by adding a new Young Onset Dementia Hub to our existing Wellbeing Centre, Specialist Dementia Advice Service, local delivery of dementia support in the South-West Sheffield area, and the management support we provide to Sheffield Dementia Action Alliance.

We also receive grants to deliver our free Information and Advice service.

In recent years we have taken a strategic approach to diversifying our sources of income and, in 2020/21, 6.93% of our turnover came from paid-for services, whilst a further 2.93% was earned from our two charity shops.

Expenditure overview

The vast majority of our spending continues to be on staff to deliver services to older people.

Aside from current employees, we contribute to a repayment plan in respect of a defined benefit pension scheme in respect of one former member of staff.

We make a limited number of small grants of up to £500 to small community organisations in the Dore and Totley area, in line with a Sheffield City Council contract we are delivering.

Operational performance

All our contracted services were delivered in line with, or exceeding, output requirements, and our charitable services continue to be in high demand. Service delivery activities are monitored by our Board of Trustees, and quarterly reports are produced for our main grant and contract funders, in line with their requirements. The growth of our services for older people in recent years has, to a large extent, come about through word of mouth about our excellent standards.

Performance against our budget is updated and monitored on a monthly basis, and presented to both our Finance Group and our full charity Board five times during the year.

Cash position

As at 31 March 2021 the Charity had a cash balance of £1,021,000 on a consolidated basis (2020: £659,000).

Fixed assets

We did not own any fixed assets of significant value at 31 March 2021.

List of financial supporters

We would like to thank everyone who supported the work of Age UK Sheffield during 2020/21, and give particular thanks for the financial support given by:

- Age Better in Sheffield
- Age UK
- Arthur Lee Trust
- Sheffield Church Burgesses Trust
- The Jusaca Charitable Trust
- Macmillan Cancer Support
- Marjorie Coote Old People’s Charity Fund
- NHS Sheffield Clinical Commissioning Group
- GPA1 GP Neighbourhood
- Hillsborough GP Neighbourhood
- Network North GP Neighbourhood
- Porter Valley GP Neighbourhood
- Sheffield City Council
- Sheffield Hallam University
- Sheffield Town Trust
- South Yorkshire Community Foundation
- Westfield Health Charitable Trust
- Weston Park Cancer Charity
- Individual donors and fundraisers
- Individual customers and members
- Individuals leaving legacies to Age UK Sheffield
- Armed Forces Covenant Trust
- Energy Saving Trust
- Henry Smith Charity
- H M Burdall Charity
- Garfield Weston Foundation
- National Lottery Heritage Fund
- Sky
- Wolfson Foundation

Going concern

The Trustees acknowledge the ongoing situation regarding the coronavirus pandemic and the impact this has had on the fundraising abilities of the wider charity sector. Despite this, the Charity has performed well during this period, benefiting from the number of contracts for services already in place, as well as local fundraising undertaken to enable the set-up of a food delivery programme. Whilst the two charity shops were closed for the national lockdown period, appropriate

members of staff across the group were able to be furloughed and applications were made for government support packages. As such the Charity and Group have remained in a strong cash position throughout, aided by the robust reserves position from previous years.

Detailed forecasts have been prepared of the expected levels of income and expenditure over the period to December 2022, taking into account known and expected events and activities. The Trustees have considered the level of funds held and the expected levels of income and expenditure for 12 months from the date of authorising these financial statements. After making appropriate enquiries, the Trustees have concluded that they have a reasonable expectation that the forecast levels of income and expenditure are sufficient with the level of reserves in place to mean that the Charity and Group has adequate resources to continue in operational existence for the foreseeable future. For this reason they are therefore of the view that it is appropriate for the financial statements to continue to be prepared on a going concern basis.

Further details regarding the adoption of the going concern basis can be found in the Accounting Policies section of the financial statements.

Reserves policy

Age UK Sheffield has a reserves policy which is regularly reviewed. Trustees have set a minimum reserves figure of £370,000, which has been developed from calculations of the costs of ensuring an orderly closedown of the charity, should such a scenario arise in future.

At 31 March 2021, Age UK Sheffield’s free reserves (unrestricted funds excluding designated reserves) were £547,000, compared to £496,000 in the previous year. The pension deficit reserve valuation shows a liability of £2,000 (2020: £2,000).

The Charity therefore has adequate working reserves and the funding necessary to contribute to our future plans and continued development. In addition, it has reserves available to make long-term investments in its future, such as a third charity shop which opened in October 2021. Reserves levels are kept under regular review.

Structure, governance and management

Constitution

Age UK Sheffield is a charitable company, limited by guarantee. Having formerly been an unincorporated charity since its registration in January 1981, the Charity transferred its assets to a ‘new’ charity, number 1108413 on 31 March 2005.

Following guidance from Age UK, in December 2019, we adopted new Articles of Association at our annual general meeting.

In planning the Charity’s activities, the trustees have regard to both the Charity Commission’s general guidance on public benefit and the specific objectives of the Charity. Age UK Sheffield meets this guidance as all its services deliver the charitable purpose of ‘relief for people in need by reason of age’ as set out in the Charities Act 2006.

Age UK Sheffield Enterprises Limited is a wholly owned subsidiary of Age UK Sheffield which gift-aids its allowable retail sales and end-of-year profits back to the Charity to provide a valuable source of unrestricted income.

The Age UK Sheffield group is a Brand Partner of the national Age UK network, meaning we are completely independent. Our Memorandum and Articles of Association are clear that we support older people within the city of Sheffield.

Governance

Our Code of Governance is organised into seven sections in line with the Charity Governance Code, as follows:

1. Organisational purpose
2. Leadership
3. Integrity
4. Decision-making, risk and control
5. Board effectiveness
6. Diversity
7. Openness and accountability

Trustees

Age UK Sheffield is an independent local organisation, accountable to a governing Board of Trustees representing a cross-section of the local community. When Trustees retire, or there is a need for additional Trustees, an open and inclusive recruitment process is initiated and Age UK Sheffield proactively seeks applications from under-represented groups.

During 2020/21 we had a stable Board of Trustees, under the chairmanship of David Campbell. Melanie Perkins is Deputy Chair and also Chair of our Finance Group. Tim Furness is Chair of our HR and Governance Group. Age UK Sheffield Enterprises is chaired by an independent Director, Nick Ethelstone. Two new Trustees joined the charity in December 2020, Naomi Sampson and Sarah Fulton Tindall. During the year, we were extremely sad that our Trustee, Melinda Riley, passed away, after serving on our Board for five years.

Our Trustee induction process was described as “a model of best practice” in our Charity Quality Standard inspection in April 2018. The report said: “There is a trustee’s handbook that covers all aspects of the role. This includes an induction checklist to ensure everything is covered and signed off.”

Trustees serve for a three-year term and may usually serve for up to three terms.

Meetings

Trustees meet, as a collective board, six times each year to receive operational, strategic and governance reports. They additionally attend an annual strategic planning day. The Finance Group meets five times during the year (prior to full Board meetings) and has a remit to report on trends, achievements and challenges, and to advise the Board on strategic and financial planning for the organisation. The Human Resources & Governance Group meets quarterly to oversee governance, quality and HR-related issues, policies and procedures. The Scheme of Delegation was updated in 2018, as part of the review of the Code of Governance.

Attendance records to our full charity Board meetings during 2020/21 were kept as follows:

Trustee	Attendance
David Campbell	6/6
Emma Challans	2/6
Graham Duncan	3/6
Sarah Fulton Tindall	2/2
Tim Furness	5/6
Melanie Perkins	6/6
Melinda Riley	1/2
Naomi Sampson	2/2
Nigel Smith	6/6
Liton Ullah	6/6

Trustee development

At Age UK Sheffield we are committed to the development of our Trustees as part of our governance processes. Learning and development opportunities were constrained during year due to the pandemic situation, but David Campbell attended the annual Age England Association conference, and our Finance Group Chair, Melanie Perkins, and our Treasurer, Nigel Smith, attended The Smith & Williamson (S&W) London Charity Conference. Its contents directly led to a review of our fraud risk assessment.



Partnerships

Age UK Sheffield believes that, wherever it is in the best interests of the city’s older people, the organisation should work in partnership with other organisations.

Within Sheffield, we work closely with the Local Authority, GP surgeries, local hospitals and voluntary sector partners to receive referrals for services. We signpost to hundreds of local resources and services for the benefit of our customers. We also work with local partners to advocate collectively for the benefit of the voluntary sector in Sheffield.

The Charity is also involved with a number of networks through its membership of the Age England Association.

In 2021/22, our Chief Executive is partially seconded to the national charity, Age UK, to lead a national development programme.

Pay policy for senior staff

The directors are the Charity’s Trustees, all of whom give their time freely, and without remuneration. Details of Trustees’ expenses and related party transactions are disclosed in note 12 and note 23 to the accounts.

The senior management team are the Chief Executive and Chief Operating Officer. They are responsible for directing and controlling, running and operating the Charity on a day-to-day basis. The pay of the senior staff is reviewed annually as part of the whole organisation’s annual pay award review, which is subject to market conditions.

Risk management

Strategic risk management is regularly overseen by the Board. An annual review of the risk register takes place, with quarterly updates presented to the HR and Governance Group to give oversight of changes to the main risks.

Like many local charities, the main risks facing Age UK Sheffield relate to the potential for not achieving income targets, either through loss of contracts or a reduction in grants and gifts. These risks are being managed through a proactive approach to assessing contract risks and opportunities, a planned programme of grant-aid appeals, and ongoing attention to the costs of the organisation.

Trustees’ indemnities

The Trustees, as directors of the charitable company, have been granted a qualifying third party indemnity provision under section 234 of the Companies Act 2006. This does not provide cover in the event of a director being proved to have acted fraudulently or dishonestly.

Statement of Trustees’ responsibilities

The Trustees (who are also the directors of the Charity for the purposes of company law) are responsible for preparing the Trustees’ report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the Group and the Charity and of their incoming resources and application of resources, including their income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Group will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the Group and the Charity’s transactions and disclose with reasonable accuracy at any time the financial position of the Group and the Charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Group and the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



Disclosure of information to auditors

Each of the persons who are Trustees at the time when this Trustees’ report is approved has confirmed that:

- so far as that Trustee is aware, there is no relevant audit information of which the charitable group’s auditors are unaware, and
- that Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable group’s auditors are aware of that information.

Auditors

The auditors, Shorts, have indicated their willingness to continue in office. The designated Trustees will propose a motion reappointing the auditors at a meeting of the Trustees.

Approved by order of the members of the board of Trustees on and signed on their behalf by:

Mr David Campbell
Chair of Trustees

Independent auditors’ report to the members of Age UK Sheffield

Opinion

We have audited the financial statements of Age UK Sheffield (the ‘parent charitable company’) and its subsidiaries (the ‘group’) for the year ended 31 March 2021 which comprise the Consolidated statement of financial activities, the Consolidated balance sheet, the Charity balance sheet, the Consolidated statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the Group’s and of the parent charitable company’s affairs as at 31 March 2021 and of the Group’s incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors’ responsibilities for the audit of the financial statements section of our report. We are independent of the Group in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council’s Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the Trustees’ use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the Group’s or the parent charitable company’s ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors’ report thereon. The Trustees are responsible for the other information contained within the Annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Trustees’ report is inconsistent in any material respect with the financial statements; or
- the parent charitable company has not kept sufficient accounting records; or
- the parent charitable company financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Trustees’ responsibilities statement, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Group’s and the parent charitable company’s ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the Group or the parent charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors’ responsibilities for the audit of the financial statements

We have been appointed as auditor under section 151 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors’ report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- through discussions with the directors and other management and from our commercial knowledge and experience of the sectors that the Group operates in, we identified the laws and regulations applicable to the Group; and
- focusing on the specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the Group, we assessed the extent of compliance with those laws and regulations identified above through making enquiries of management and inspecting relevant correspondence.

We assessed the susceptibility of the Group’s financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- considered journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- considering relationships with HMRC and other relevant regulators and the Group’s legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council’s website at: www.frc.org.uk/auditors-responsibilities. This description forms part of our Auditors’ report

Use of our report

This report is made solely to the charitable company’s trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company’s trustees those matters we are required to state to them in an Auditors’ report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its members, as a body, for our audit work, for this report, or for the opinions we have formed.

Howard Freeman BSc FCA (Senior Statutory Auditor)

for and on behalf of

Shorts

Chartered Accountants
Statutory Auditor
Cedar House
63 Napier Street
Sheffield
South Yorkshire
S11 8HA

Date: 4 November 2021

Shorts are eligible to act as auditors in terms of section 1212 of the Companies Act 2006.

Consolidated statement of financial activities

(incorporating income and expenditure account)
For the year ended 31 March 2021

		Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds	Total funds
	Note	2021 £	2021 £	2021 £	2021 £	2020 £
Income and endowments from:						
Donations and legacies	3	542,361	110,568	132,665	785,594	264,593
Charitable activities	4	518,562	451,499	-	970,061	914,887
Other trading activities	5	-	-	-	-	49,083
Investments	6	546	-	-	546	1,688
Other income	7	-	-	7,910	7,910	81,471
Total Income and endowments		1,061,469	562,067	140,575	1,764,111	1,311,722
Expenditure on:						
Raising funds		4,000	-	-	4,000	-
Charitable activities	8	866,417	543,554	9,627	1,419,598	1,392,778
Total expenditure		870,417	543,554	9,627	1,423,598	1,392,778
Net income / (expenditure)		191,052	18,513	130,948	340,513	(81,056)
Transfers between funds	17	(2,073)	356	1,717	-	-
Net movement in funds before other recognised gains		188,979	18,869	132,665	340,513	(81,056)
Other recognised gains:						
Actuarial gains on defined benefit pension schemes		4,000	-	-	4,000	12,000
Net movement in funds		192,979	18,869	132,665	344,513	(69,056)
Reconciliation of funds:						
Total funds brought forward		593,119	41,772	-	634,891	703,947
Net movement in funds		192,979	18,869	132,665	344,513	(69,056)
Total funds carried forward		786,098	60,641	132,665	979,404	634,891

The Consolidated statement of financial activities includes all gains and losses recognised in the year.
The notes on pages 33 to 50 form part of these financial statements.
Further details on the results for the year can be found in the Financial review section of the Trustees’ Report on page 21.

Consolidated balance sheet

As at 31 March 2021

		2021	2020
	Note	£	£
Fixed assets			
Tangible assets	13	47,655	23,450
Current assets			
Debtors	15	160,633	142,486
Cash at bank and in hand		1,021,230	659,343
		1,181,863	801,829
Creditors: amounts falling due within one year	16	(248,114)	(188,388)
Net current assets		933,749	613,441
Total assets less current liabilities		981,404	636,891
Defined benefit pension scheme liability	21	(2,000)	(2,000)
Total net assets		979,404	634,891
Charity funds			
Coach House fund (restricted)	17	132,665	-
Restricted funds	17	60,641	41,772
Unrestricted funds			
Designated funds	17	240,688	99,055
General funds	17	547,410	496,064
Revaluation reserve		(2,000)	(2,000)
Total unrestricted funds	17	786,098	593,119
Total funds		979,404	634,891

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 04 November 2021 and signed on their behalf by:

Mr David Campbell, (Chair of Trustees)

The notes on pages 33 to 50 form part of these financial statements.

Charity balance sheet

As at 31 March 2021

		2021	2020
	Note	£	£
Fixed assets			
Tangible assets	13	3,594	4,701
Investments	14	60,002	60,002
		63,596	64,703
Current assets			
Debtors	15	162,278	152,152
Cash at bank and in hand		962,082	630,203
		1,124,360	782,355
Creditors: amounts falling due within one year	16	(215,158)	(176,018)
Net current assets		909,202	606,337
Total assets less current liabilities		972,798	671,040
Defined benefit pension scheme liability	21	(2,000)	(2,000)
Total net assets		970,798	669,040
Charity funds			
Restricted funds	17	180,641	41,772
Unrestricted funds			
Designated funds	17	191,719	99,055
General funds	17	598,438	528,213
Total unrestricted funds	17	790,157	627,268
Total funds		970,798	669,040

Included in restricted funds is £132,665 (2020: £nil) related to the Coach House project.

The Charity was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the entity to obtain an audit for the year in question in accordance with section 476 of the Companies Act 2006.

However, an audit is required in accordance with section 151 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 04 November 2021 and signed on their behalf by:

Mr David Campbell, (Chair of Trustees)

The notes on pages 33 to 50 form part of these financial statements.

Consolidated statement of cash flows

For the year ended 31 March 2021

	2021	2020
	£	£
Cash flows from operating activities		
Net cash provided by/(used in) operating activities	393,969	(33,246)
Cash flows from investing activities		
Dividends, interests and rents from investments	546	76
Purchase of tangible fixed assets	(32,628)	(21,052)
Net cash used in investing activities	(32,082)	(20,976)
Change in cash and cash equivalents in the year	361,887	(54,222)
Cash and cash equivalents at the beginning of the year	659,343	713,565
Cash and cash equivalents at the end of the year	1,021,230	659,343

The notes on pages 33 to 50 form part of these financial statements.

Notes to the financial statements

For the year ended 31 March 2021

1. Accounting policies

1.1 Company status and general information

The Charity is a private company limited by guarantee, established by constitution on 13 January 1981 in England and Wales. The members of the Charity are the Trustees names on page 3. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is 1st Floor, South Yorkshire Fire & Rescue, 197 Eyre Street, Sheffield, South Yorkshire, S1 3FG and its registered number is 05207254. The nature of the Charity’s operations and principal activities are included in the trustees’ annual report.

1.2 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Age UK Sheffield meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Consolidated Statement of Financial Activities (SOFA) and Consolidated Balance Sheet consolidate the financial statements of the Charity and its subsidiary undertaking. The results of the subsidiary are consolidated on a line by line basis.

The Charity has taken advantage of the exemption allowed under section 408 of the Companies Act 2006 and has not presented its own Statement of financial activities in these financial statements.

1.3 Basis of consolidation

The financial statements consolidate the accounts of Age UK Sheffield and all of its subsidiary undertaking (‘subsidiaries’).

The results of subsidiaries acquired during the year are included from the effective date of acquisition.

The Charity has taken advantage of the exemption contained within section 408 of the Companies Act 2006 not to present its own Income and expenditure account.

The income and expenditure account for the year dealt within the accounts of the Charity was a surplus of £301,758 (2020: a deficit of £9,407).

1.4 Going concern

The Trustees acknowledge the ongoing situation regarding the coronavirus pandemic and the impact this has had on the fundraising abilities of the wider charity section. Detailed forecasts have been prepared of the expected levels of income and expenditure over the period to December 2022, taking into account known and expected events and activities, The Trustees have considered the level of funds held and the expected levels of income and expenditure for the 12 months from the date of authorising these financial statements.

After making appropriate enquiries, the Trustees have concluded that they have a reasonable expectation that the forecast levels of the income and expenditure are sufficient with the level of reserves in place to mean that the Charity and Group has adequate resources to continue in operational existence for the foreseeable future. For this reason they are therefore of the view that it is appropriate for the financial statements to continue to be prepared on a going concern basis.

1.5 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

The legacies, entitlement is taken as the earlier of the date on which either: the Charity is aware that probate has been granted, the estate has been finalised and notification has been made by the executor(s) to the Trust that a distribution will be made, or when a distribution is received from the estate.

1. Accounting policies (continued)

Receipt of a legacy, in whole or in part, is only considered probable when the amount can be measured reliably and the Charity has been notified of the executor’s intention to make a distribution. Where legacies have been notified to the Charity, or the Charity is aware of the granting of probate, and the criteria for income recognition have not been met, then the legacy is treated as a contingent asset and disclosed if material.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.6 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset’s use.

Support costs are those costs incurred directly in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Governance costs are those incurred in connection with the administration of the Charity and compliance with constitutional and statutory requirements.

Charitable activities and governance costs are costs incurred on the Charity’s operations, including support costs and costs relating to the governance of the Charity appointed to charitable activities.

All expenditure is inclusive of irrecoverable VAT.

1.7 Government grants

Government grants relating to tangible fixed assets are treated as deferred income and released to the Consolidated statement of financial activities over the expected useful lives of the assets concerned. Other grants are credited to the Consolidated statement of financial activities as the related expenditure is incurred.

1.8 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of Financial Activities.

Tangible fixed assets are initially recognised at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

- Leasehold improvements**
Over remaining term of lease
- Office equipment**
20%-30%
- Computer equipment**
33%

1.9 Investments

Investments in subsidiaries are valued at cost less provision for impairment.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1. Accounting policies (continued)

1.12 Liabilities

Liabilities are recognised when there is an obligation at the Balance Sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the Charity anticipates it will pay to settle the debt or the amount it has received as advanced payment for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect if the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.13 Financial instruments

The Group only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.14 Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

1.15 Operating leases

Rentals paid under operating leases are charged to the Consolidated Statement of Financial Activities on a straight line basis over the lease term.

1.16 Pensions

The Group operates a defined contribution pension scheme and the pension charge represents the amounts payable by the Group to the fund in respect of the year.

The Group operates a defined benefits pension scheme and the pension charge is based on a full actuarial valuation dated 31 March 2021.

1.17 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Group and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Group for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

2. Critical accounting estimates and areas of judgement

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:
The Charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

Critical areas of judgement:
In the opinion of the Trustees there are no critical areas of judgement required in preparing these financial statements.

3. Income from donations and legacies

	Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds
	2021	2021	2021	2021
	£	£	£	£
Donations, grants and fundraising	268,005	89,256	132,665	489,926
Legacies	68,663	-	-	68,663
Age UK	60,399	21,312	-	81,711
Covid related grants	145,294	-	-	145,294
Total 2021	542,361	110,568	132,655	785,594
		Unrestricted funds	Restricted funds	Total funds
		2020	2020	2020
		£	£	£
Donations, grants and fundraising		109,039	80,610	189,649
Legacies		6,330	-	6,330
Age UK		44,114	24,500	68,614
Total 2020		159,483	105,110	264,593

4. Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds
	2021	2021	2021
	£	£	£
Group Support	117,444	157,903	275,347
Support in the Home	353,118	204,212	557,330
Information and Advocacy	48,000	89,384	137,384
Total 2021	518,562	451,499	970,061
	Unrestricted funds	Restricted funds	Total funds
	2020	2020	2020
	£	£	£
Group Support	163,123	111,285	274,408
Support in the Home	333,676	134,979	468,655
Information and Advocacy	50,749	121,075	171,824
Total 2020	547,548	367,339	914,887

5. Income from other trading activities

Income from non charitable trading activities

		Total funds
		2021
		£
Age UK Sheffield Enterprises – Commission		-
	Unrestricted funds	Total funds
	2020	2020
	£	£
Age UK Sheffield Enterprises – Commission	49,083	49,083

6. Investment income

	Unrestricted funds	Total funds
	2021	2021
	£	£
Investment income	546	546

	Unrestricted funds	Total funds
	2020	2020
	£	£
Investment income	1,688	1,688

7. Other incoming resources

		Coach House (restricted)	Total funds
		2021	2021
		£	£
Reimbursed expenses		7,910	7,910
	Unrestricted funds	Restricted funds	Total funds
	2020	2020	2020
	£	£	£
Reimbursed expenses	7,774	50,808	58,582
Other income	22,889	-	22,889
Total 2020	30,663	50,808	81,471

8. Analysis of expenditure on charitable activities

	Unrestricted funds	Restricted funds	Coach House (restricted)	Total funds
	2021	2021	2021	2021
	£	£	£	£
Premises costs	39,664	7,724	-	47,388
Administrative costs	73,556	74,890	7,277	155,723
Staff costs	484,046	426,342	2,350	912,738
Support costs (note 9)	269,151	34,598	-	303,749
	866,417	543,554	9,627	1,419,598

	Unrestricted funds	Restricted funds	Total funds
	2020	2020	2020
	£	£	£
Premises costs	29,362	9,037	38,399
Project costs	40,034	67,452	107,486
Administrative costs	97,893	33,823	131,716
Staff costs	473,772	381,762	855,534
Support costs (note 9)	206,279	53,364	259,643
	847,340	545,438	1,392,778

9. Allocation of support costs

	Total funds	Total funds
	2021	2020
	£	£
Management & Business Support	239,341	195,845
Infrastructure	24,805	21,517
Development	39,603	42,281
	303,749	259,643

10. Governance costs

Included in support costs are governance costs of £25,688 (2020: £23,019).

11. Auditors’ remuneration

	2021	2020
	£	£
Fees payable to the Charity’s auditor for the audit of the Charity and subsidiary annual accounts	10,500	7,750
Fees payable to the Charity’s auditor in respect of:		
Taxation advisory services	750	750
Other non-audit services	-	200

12. Staff costs

Total redundancy / termination payments amount to £16,896 (2020: £4,061) and related to contracts ending and reorganisation. Included in the creditors at the year end is £12,206 (2020: £nil) relating to redundancy/ termination payments.

The average number of persons employed by the Group during the year was as follows:

	2021	2020
	No.	No.
Average number of employees	60	62

No employee received remuneration amounting to more than £60,000 in either year.

The Trustees neither received nor waived any remuneration during the year (2020: £nil). No Trustees are accruing pension arrangements (2020: £nil). No Trustees were reimbursed expenses in the year (2020: £nil).

The total amount of employee benefits received by key management personnel is £104,665 (2020: £103,376). Age UK Sheffield considers its key management personnel comprise of the Senior Management Team.

The total staff cost and employees’ benefits were as follows:

	2021	2020
	£	£
Wages and salaries	1,005,247	895,199
Social security costs	66,635	58,457
Pension costs	34,896	22,603
	1,106,778	976,259

13. Tangible fixed assets

	Leasehold improvements	Office equipment	Computer equipment	Total
Group	£	£	£	£
Cost				
At 1 April 2020	-	111,185	41,979	153,164
Additions	28,607	2,291	1,730	32,628
At 31 March 2021	28,607	113,476	43,709	185,792
Depreciation				
At 1 April 2020	-	87,735	41,979	129,714
Charge for the year	123	8,300	-	8,423
At 31 March 2021	123	96,035	41,979	138,137
Net book value				
At 31 March 2021	28,484	17,441	1,730	47,655
At 31 March 2020	-	23,450	-	23,450

	Office equipment	Computer equipment	Total
Charity	£	£	£
Cost			
At 1 April 2020	40,851	20,387	61,238
Additions	2,291	-	2,291
At 31 March 2021	43,142	20,387	63,529
Depreciation			
At 1 April 2020	36,150	20,387	56,537
Charge for the year	3,398	-	3,398
At 31 March 2021	39,548	20,387	59,935
Net book value			
At 31 March 2021	3,594	-	3,594
At 31 March 2020	4,701	-	4,701

14. Fixed asset investments

	Investments in subsidiary companies
Charity	£
Cost	
At 1 April 2020	60,002
At 31 March 2021	60,002

Principal subsidiaries

The following were subsidiary undertakings of the Charity:

Names	Company number	Holding	Included in consolidation
Age UK Sheffield Enterprises Limited	02432642	100%	Yes

The financial results of the subsidiary for the year were:

	£
Total assets as at 31 March 2021	138,712
Total liabilities as at 31 March 2021	(82,766)
Total equity as at 31 March 2021	55,946
Turnover for the year ended 31 March 2021	153,596
Expenditure for the year ended 31 March 2021	123,505
Profit for the year ended 31 March 2021	30,091

Age UK Sheffield Enterprises Limited is consolidated in the group accounts.

15. Debtors

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Due within one year				
Trade debtors	79,734	61,298	79,331	38,450
Amounts owed by group undertakings	-	-	34,994	38,719
Other debtors	12,407	4,085	-	-
Prepayments and accrued income	68,492	77,103	47,953	74,983
	160,633	142,486	162,278	152,152

16. Creditors: Amounts falling due within one year

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Trade creditors	20,262	21,176	15,982	18,701
Amounts owed to group undertakings	-	-	2,155	-
Other taxation and social security	17,369	3,265	-	-
Accruals	73,548	45,119	66,463	38,711
Deferred income	111,270	85,159	102,699	84,938
Other creditors	25,665	33,669	27,859	33,668
	248,114	188,388	215,158	176,018

Deferred income represents income deferred for Advance Club memberships received, contract funding received in advance and grant funding whose conditions will be met in 2021/22.

16. Creditors: Amounts falling due within one year (continued)

Deferred income

	Group £	Charity £
Deferred income at 1 April 2020	85,159	84,938
Resources deferred during the year	123,935	102,699
Amounts released from previous years	(97,824)	(84,938)
Deferred income at 31 March 2021	111,270	102,699

17. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/(out) £	Gains / (losses) £	Balance at 31 March 2021 £
Unrestricted funds						
Designated funds	99,055	150,000	(8,367)	-	-	240,688
General funds	496,064	911,469	(858,050)	(2,073)	-	547,410
Pension reserve	(2,000)	-	(4,000)	-	4,000	(2,000)
Total unrestricted funds	593,119	1,061,469	(870,417)	(2,073)	4,000	786,098
Coach House	-	140,575	(9,627)	1,717	-	132,665
Restricted funds	41,772	562,067	(543,554)	356	-	60,641
Total of funds	634,891	1,764,111	(1,423,598)	-	4,000	979,404

The Designated Funds at 31 March 2021 includes £132,888 in respect of the Coach House, £60,000 in respect of I&A service, £40,000 in respect of BAME community and £7,800 in respect of a Volunteer Co-ordinator. The Designated Funds balance brought forward at 31 March 2020 included £82,888 in respect of the Coach House and £16,167 for a Volunteer Co-ordinator.

17. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019	Income	Expenditure	Transfers in/(out)	Gains / (losses)	Balance at 31 March 2020
	£	£	£	£	£	£
Unrestricted funds						
Designated funds	205,059	-	(100,004)	(6,000)	-	99,055
General funds	466,735	788,465	(747,336)	(11,800)	-	496,064
Pension reserve	(14,000)	-	-	-	12,000	(2,000)
Total unrestricted funds	657,794	788,465	(847,340)	(17,800)	12,000	593,119
Restricted funds	46,153	523,257	(545,438)	17,800	-	41,772
Total of funds	703,947	1,311,722	(1,392,778)	-	12,000	634,891

18. Reconciliation of net movement in funds to net cash flow from operating activities

	Group	Group
	2021	2020
	£	£
Net income/(expenditure) for the year (as per Statement of Financial Activities)	340,513	(81,056)
Adjustments for:		
Depreciation charges	8,423	7,452
Interest receivable	(546)	(76)
(Increase)/decrease in debtors	(18,147)	36,811
Increase/(decrease) in creditors	59,726	(5,342)
FRS 102 pension liability adjustment	-	12,000
Tax paid	-	(3,035)
Net cash provided by/(used in) operating activities	389,969	(33,246)

19. Analysis of cash and cash equivalents

	Group	Group
	2021	2020
	£	£
Cash in hand	1,021,230	659,343

20. Analysis of changes in net debt

	At 1 April 2020	Cash flows	At 31 March 2021
	£	£	£
Cash at bank and in hand	659,344	361,886	1,021,230

21. Pension commitments

The Group operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Group in an independently administered fund. The pension cost charge represents contributions payable by the Group and amounted to £34,896 (2020: £22,603).

The Group operates a defined benefit pension scheme.

Principal actuarial assumptions at the Balance sheet date (expressed as weighted averages):

	2021	2020
	%	%
Discount rate at 31 March	2.10	2.20
Expected rates of pension increases in payments pre 2006	3.10	3.00
Expected rates of pension increases in payments post 2006	2.50	2.50
Expected rate of inflation - RPI	3.10	2.80
Expected rate of inflation - CPI	2.30	1.80

21. Pension commitments (continued)

The current mortality assumptions include sufficient allowance for future improvements in mortality rates. The assumed life expectations on retirement age 65 are:

	2021	2020
	Years	Years
Males - retiring today	22	22
Females - retiring today	24	24
Males - retiring in 20 years	23	23
Females - retiring in 20 years	26	25

The assets in the scheme were:

	Fair value at 31 March 2021 £	Fair value at 31 March 2020 £
Equities	48,000	34,000
Gifts and bonds	165,000	151,000
Diversified growth fund	31,000	29,000
Property	-	16,000
Cash and other liquid assets	6,000	2,000
Total market value of assets	250,000	232,000

The actual return on scheme assets was £21,000 (2020: -£47,000).

The amounts recognised in the Consolidated statement of financial activities are as follows:

	2021 £	2020 £
Asset gains/(losses) arising during the year	16,000	(54,000)
Liability (losses)/gains arising during the year	(20,000)	57,000
Total amount recognised in the Consolidated statement of financial activities	(4,000)	3,000

21. Pension commitments (continued)

Movements in the present value of the defined benefit obligation were as follows:

	2021 £	2020 £
Opening defined benefit obligation	234,000	291,000
Interest expense on defined benefit obligation	5,000	7,000
Actuarial losses/(gains) on scheme liabilities	20,000	(57,000)
Net benefits paid out	(7,000)	(7,000)
Closing defined benefit obligation	252,000	234,000

Changes in the fair value of scheme assets were as follows:

	2021 £	2020 £
Opening fair value of scheme assets	232,000	277,000
Interest income on scheme assets	5,000	7,000
Administration costs	(1,000)	(1,000)
Net benefits paid out	(7,000)	(7,000)
Gain/(loss) on scheme assets	16,000	(54,000)
Contributions by the Charity	5,000	10,000
	250,000	232,000

The Charity expects to contribute £10,000 to its defined benefit pension scheme in 2021/22.

21. Pension commitments (continued)

Amounts for the current and previous year are as follows:

Defined benefit pension schemes

	2021 £	2020 £
Defined benefit obligation	(252,000)	(234,000)
Scheme assets	250,000	232,000
Deficit	(2,000)	(2,000)

22. Operating lease commitments

At 31 March 2021 the Group and the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	Group 2021 £	Group 2020 £	Charity 2021 £	Charity 2020 £
Within 1 year	43,352	33,119	25,602	15,369
Between 1 and 5 years	47,128	79,829	4,770	18,786
Later than 5 years	1,500,000	-	1,500,000	-
	1,590,480	112,948	1,530,372	34,155

Included in operating leases due later than 5 years is a lease entered into on 1 March 2021 in relation to the Coach House. The lease is for a term of 125 years, of which the first 25 years are rent free, followed by 100 years at £15,000 per annum.

23. Related party transactions

The Charity has not entered into any related party transactions outside of the Group during the current or prior year, nor are there any outstanding balances owing between related parties outside of the Group and the Charity at either Balance Sheet date. Group transactions and balances have been eliminated on consolidation.



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